



## Important Notices

The Syspine A50 Plus Phone System offers many features, including the ability to manage individual user preferences. Users should understand how various issues affect privacy and the security of the phone system.

This section describes basic information to consider before using the Syspine A50 Plus Phone System. All recommendations are based on a general configuration of the phone system. However, every small business is unique. Evaluate the specific configurations of the office setup when using the Syspine A50 Plus Phone System. Use discretion when following the guidelines discussed in these topics.

## Emergency Considerations

- **Power, network, or telephone service outages:** If there is an outage, disruption, or other degradation of the power, network, or telephone services at your location, Syspine A50 Plus will not work.
- **How to dial an emergency number:** Please inform all of your employees, visitors, and Syspine A50 Plus users that they need to dial the 9 plus the emergency number to access emergency service:

Region	Emergency Numbers
Australia	000
Canada	911
New Zealand	111
Singapore	995, 999
South Africa	10111, 10177, 112
United Kingdom	112, 999
United States	911

- **Maintain an alternative means of calling emergency services:** You should maintain a backup means of calling emergency services (for example, by using a phone plugged into a standard telephone line or a mobile phone) in case of a power failure, telephone service outage, or other problem that may inhibit you from using Syspine A50 Plus.

- **Calling emergency services using a VoIP service provider:** Please note that not all VoIP service providers enable users to call emergency services. Such requirements vary by country. If you have questions about this capability, please contact your VoIP service provider.
- **811 feature:** By dialing 811 on the Syspine A50 Plus Phone System, you can call back the last phone that was used to dial an emergency number. This information will be stored for only 24-48 hours after an emergency number is dialed.

**NOTE:** This feature may not work if the phone has not been registered with the Syspine A50 Plus Phone System by your phone system administrator.

- **Emergency-number location obligations that may apply to certain owners of Syspine A50 Plus:** Your telephone company or voice/VoIP service provider may be required under applicable law to provide a telephone number and address associated with that telephone number to emergency services when a caller dials an emergency number. Further, certain countries' laws may require the owner/operator of a multi-line telephone system (MLTS), such as Syspine A50 Plus, to provide emergency services with the physical location/address of the phone that was used to call an emergency number, in addition to the caller's telephone number. In such cases, compliance with such MLTS laws is your responsibility. Please note that Syspine A50 Plus does not provide to emergency services with the physical location/address of a phone that is used to call an emergency number.

## Privacy Considerations

The following information describes privacy issues related to the Syspine A50 Plus Phone System.

### Privacy of Calls

Various components of the Syspine A50 Plus Phone System must exchange data so that calls can be placed and received. Similar to many traditional phone systems, where people with access to the office phone network may be able to listen to phone calls, people with access to the office LAN may also be able to listen to phone calls placed using the Syspine A50 Plus Phone System.

Calls—which are comprised of data packets that pass between Syspine A50 Plus, phone line adapters, and phones—travel over the office LAN and are not encrypted. For example, the caller ID information that is exchanged between

the phones and Syspine A50 Plus is not encrypted. Likewise, a conversation that is transmitted from one phone to another phone is not encrypted.

However, data that is exchanged between the Syspine A50 Plus and Syspine A50 Plus is encrypted.

### **Privacy of SMTP Servers**

The information that is transmitted from the Syspine A50 Plus to the SMTP server (such as, a Microsoft® Exchange® server on the LAN or an ISP's E-mail server on the Internet) will be encrypted or not depending on whether the SMTP server requires encryption. Information that may not be encrypted includes the user name and password for logging on to the SMTP server and voice messages sent as E-mail attachments. For more information about the Syspine A50 Plus's connection to the SMTP server, contact the Syspine A50 Plus Phone System administrator.

### **Privacy of Backups**

The Syspine A50 Plus Phone System administrator may choose to make a backup of the data on the Syspine A50 Plus. Data saved in the backup file is not encrypted. Therefore, it is recommend that the Syspine A50 Plus Phone System administrator store backups on a removable hard drive that can be disconnected from the LAN and stored in a secure location (for example, on a disk that can be stored in a locked drawer).

### **Transfer of Syspine A50 Plus**

Before transferring the Syspine A50 Plus to a third party, permanently delete all information using the Erase Data program that comes on the installation CD. See *Resetting To Factory Defaults on page 132* for more information.

## **Security Considerations**

Security and privacy are related topics. Privacy Considerations discusses the handling of users' personal information. This topic focuses on the issues involved securing the Syspine A50 Plus Phone System.

While Voice over Internet Protocol (VoIP) brings the power of the Internet to phone services, it also introduces some security issues. Unless the office LAN is secure, employees or callers could change phone settings, listen to others' voice messages, and even access the public address system, if available.

Consider the following issues in creating a secure phone system:

### **Change Default Passwords**

The first step toward securing the Syspine A50 Plus Phone System is to change the default password of the Syspine A50 Plus. The default password for the Syspine A50 Plus is **syspine**.

## **System Vulnerabilities**

The Syspine A50 Plus Phone System runs on the office LAN, and the organization may have a wireless LAN. While convenient and popular, the security features in many wireless default implementations may not be adequate. Consider whether the LAN security configuration, especially the wireless LAN security configuration, is correct for the business.

## **Firewall Issues**

It's a good idea to use firewalls to help protect an office LAN. A firewall blocks requests or communication attempts from any unspecified programs.

If using a third-party firewall to provide security, instead of the default Windows® Firewall, Assistant and Administrator will not be able communicate with the Syspine A50 Plus. To avoid this problem, create firewall exceptions in the firewall program for Administrator and Assistant. A firewall exception allows selected programs to connect with a computer.

If using a third-party firewall, refer to its documentation for instructions on creating firewall exceptions.

## **Security of Backups**

Phone system data is not encrypted when a backup is created. Therefore, it is recommended that the Syspine A50 Plus Phone System administrator store backups on a removable hard drive, which can be disconnected from the LAN.

## **Environmental Considerations**



To conserve natural resources, printing a hard copy of this manual should only be performed if absolutely necessary. Adobe® Acrobat® and most printers support printing two pages on one sheet. Refer to the printer User Manual for more information.

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# Introduction

Designed for ease of use and manageability, the Syspine A50 Plus combines the Syspine A50 Plus base unit and Syspine IP Phone 310s in one easy to install, end-to-end, communication solution.

The user friendly, Syspine A50 Plus provides the management and user interface tools for the Syspine A50 Plus.

The Syspine A50 Plus provides public switched telephone network (PSTN) and Voice over Internet Protocol (VoIP) service interconnection specifically designed to empower small business customers to manage customer call traffic and employee use.

The IP Phone 310 combines ease of use with advanced functionality and ergonomic design.

Combined with a low Total Cost of Ownership (TCO), the Syspine Phone System is the ideal communication tool.

## 1.1 Product Info and Advantages

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- **Lower Total Cost of Ownership**—The Syspine A50 Plus provides great value for small businesses. Cut costs by routing calls over the Internet via SIP trunks from your service provider.
  - "Future proof" design. No additional system HW, SW, or licensing to add SIP trunks or IP phones.
  - Built in Intelligent Operator attendant with one digit menu routing and an over 115 hour Voice Mail system with message forward to Email.
- **Easy Set Up**—Unlike other traditional IP PBX phone systems, familiar-looking screens (GUIs) provide easy wizards with step by step set up for installation, configuration, and changes.
  - Plug in to your existing LAN, click Auto Set Up in Administration and your Syspine phones appear.
  - Lower expense by handling Moves, Adds and Changes (MAC) for your office phone system.
- **Mobility Apps**—Place and receive customer calls while away from the office or at a remote office with ease. On the go employees maximize productivity and are accessible....even when freed from your desk or office.
  - Call forwarding to cell or remote phones and Voicemail to E-mail messages give effortless mobility.
  - Remote Office workers stay connected. Broadband internet connects your remote IP phone / Softphone extension to the main office system and shares the same phone lines and features.
  - Smartphone applications will integrate mobility with popular devices. Extend your business phone wherever and whenever your Smartphone is active (next release).
- **Improve Customer Service, Support, and Sales**—Respond quickly to customers with clients with Agent and User Call Groups. Route calls to the right person or department and ring all members or evenly distribute calls to improve customer response time.
  - Queue calls with recorded announcements while agents "Log in/Log out" based on call loads.
  - Utilize 10 Party Conference Rooms "on the fly" or with managed access. Keep everyone connected, informed, and updated...all of the time.
  - Manage and export system Call History Reports of incoming, outgoing, or internal calls.

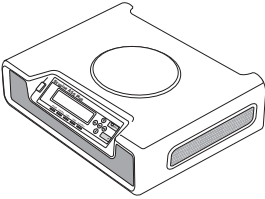
### 1.1.1 Key Advantages of Syspine A50 Plus

- Reliable and intelligent hardware design
  - Built-in ATA module (supports 4 or 8 PSTN-line ports)
  - LCD operator panel enables multiple installation methods
  - Fan-less design for low ambient noise environment and energy savings
  - Gigabit Ethernet support
  - Support for SIP standard devices: IP phones, gateways, etc.
- Popular small business calling features
  - Integrates both VoIP/SIP trunks and traditional analog phone lines
  - Call Transfer, Call Forward, Call Park, Call Retrieve and Call Pickup
  - Internal page to user, group or external page through add on speakers
  - 10-party conference rooms with managed or “on-the-fly” anytime access
  - More than 115 hours of solid state voicemail storage capacity
- Flexible call routing
  - Automatic forwarding of voicemail by email
  - Flexible call distribution for small call center agent operations
  - Automatic route selection with overflow routing
  - Intelligent office manager for day, night, weekends and holiday scheduling
  - Menu driven auto attendant with one digit routings
  - 3-Tier user call restriction tables and block list
  - Agent and User Group ring options with log in/log out capabilities
- Unsurpassed user friendly interface
  - Browser-based system administration
  - Auto installation of Syspine IP phones and PSTN trunks with just one mouse-click
  - Setup configuration wizards make changes amazingly easy
  - Auto detection of new installed or relocated Syspine phones
- Mobility
  - Remote office extensions (IP phones and Softphones) via broadband internet
  - SP 310 Softphone for PC’s provides extensions for on the road and out of office employees.

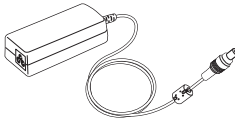
## 1.2 Unpacking the Syspine Phone System

### 1.2.1 Package Contents

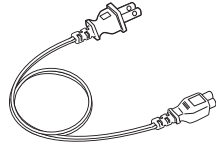
Verify all contents are present and in good condition. If any items are missing or damaged, contact the dealer immediately.



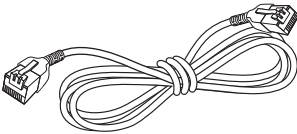
Syspine-A50 Plus



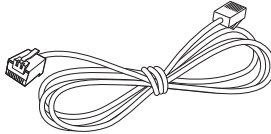
DC Adapter



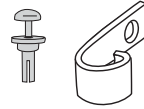
Power Cable



1 x 3M RJ-45 (Male)  
Ethernet Cable (yellow)



4 x 3M RJ-11 (Male)  
Phone Line Cables



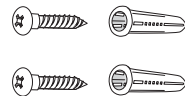
2 x Power Cable Clips



Installation and  
Help CD, includes  
User's Manual



Quick Start Guide

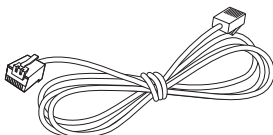


Wall Mounting Kit



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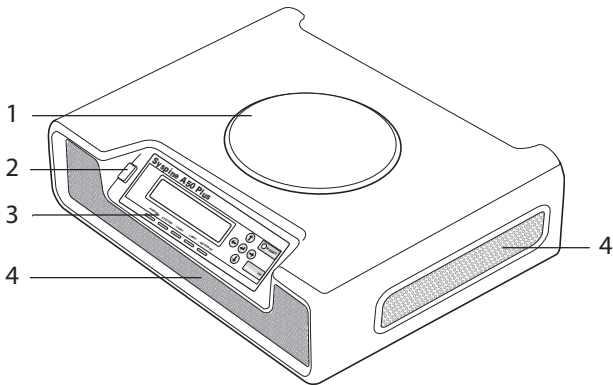
## 1.2.2 Optional Contents



4 x 3M RJ-11 Male Phone Line Cable  
Included with Optional ATA Module

### 1.3 Tour of the Syspine Phone System

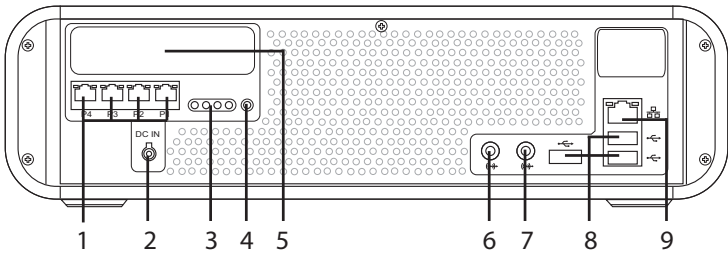
#### 1.3.1 Front View



No.	Item	Description
1.	Top Ventilation	Cooling vent—do not obstruct
2.	Panel Release	Press to remove LCD panel
3.	LCD Panel	See <i>LCD Panel</i> on page 9
4.	Ventilation	Cooling vents—do not obstruct

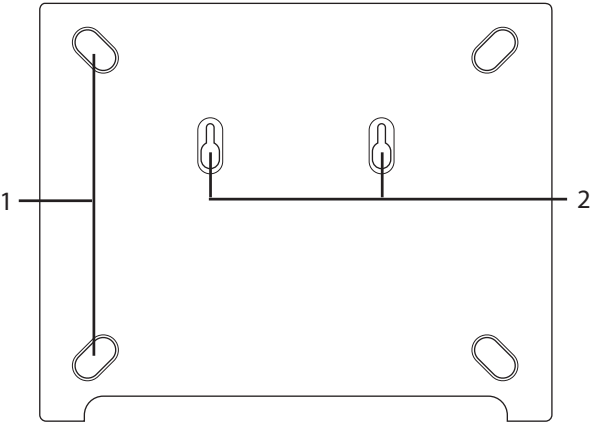


1.3.2 Rear View



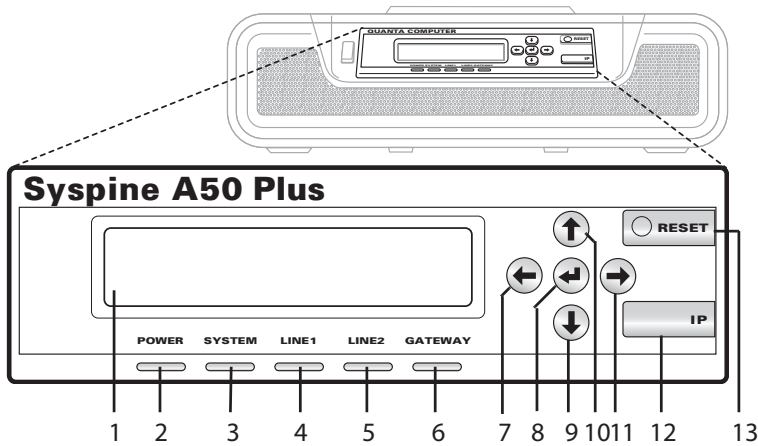
No.	Item	Description
1.	Telephone Lines	Module 1 telephone lines P1 to P4
2.	DC IN Jack	Connect the DC power adapter to this jack
3.	Phone Line LCDs	Indicates phone line activity on the corresponding line
4.	Status LED	Indicates module 1 connection status
5.	Optional Telephone Lines	Module 2 telephone lines P5 to P8 (optional)
6.	LINE OUT	Connect an output device, such as a Public Address system or speaker. See <i>Using a Public Address System</i> on page 52
7.	LINE IN	Standard Line-in jack. See Service Manual for updated functions
8.	USB Ports	Connect USB devices to these ports
9.	LAN Port	Connect an Ethernet RJ-45 to the LAN

1.3.3 Bottom View



No.	Item	Description
1.	Module Feet	Desktop non-skid feet
2.	Wall Fixing Slots	Attach to wall using wall mounting template (see <i>Syspine A50 Plus Wall Mounting Template</i> on page 159)

1.3.4 LCD Panel



No.	Item	Description
1.	LCD panel	2 x 16 characters 5 x 7 dot display
2.	Power LED	LED lights orange in power-on state
3.	System LED	LED lights blue when system is in ready state
4.	Line Module1 LED	Tri-color Line 1 Module LED
5.	Line Module2 LED	Tri-color Line 2 Module LED
6.	Gateway Module LED	Tri-color Gateway Module LED
7.	Left Button	Up one level in Admin Mode
8.	Enter Button	Press to Apply settings / Down one level in Admin mode Hold for 5 seconds to enter Admin Mode
9.	Down Button	Scroll down through options in Admin Mode
10.	Up Button	Scroll up through options in Admin Mode
11.	Right Button	View lower line message Select option in Admin Mode

No.	Item	Description
12.	IP Button	Push to view: IP address, subnet mask, default gateway, DNS server, and DHCP Mode (enabled or disabled)
13.	Reset Button	Hold for 5 seconds to reset the system (see <i>Powering Down the Syspine A50 Plus</i> on page 37)

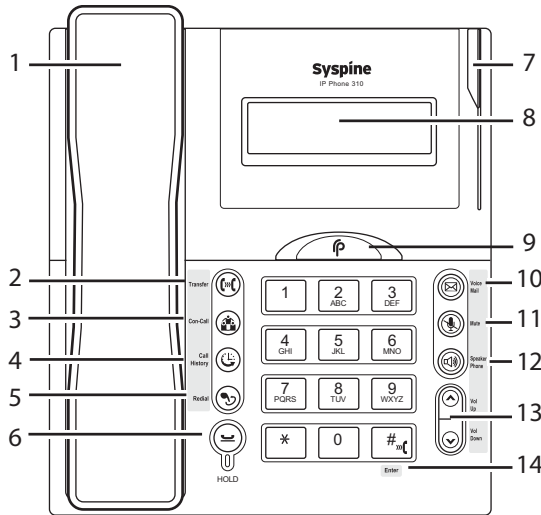
**NOTE:** The Syspine A50 Plus is set to DHCP client enabled as default and cannot be changed.

### 1.3.5 LED Behavior

LED	Behavior/Color	Description
Power	Solid Orange	Power on
	Off	Power off
System Status	Solid Blue	System in ready state
	Blinking Blue	System booting or system failure detected
Line Module 1	Solid Red	Module 1 failure detected
	Solid Orange	Module 1 booting
	Solid Green	Module 1 in service (registered)
Line Module 2	Solid Red	Module 2 failure detected
	Solid Orange	Module 2 booting
	Solid Green	Module 2 in service (registered)
Gateway Module	Solid Red	Gateway Module failure detected
	Solid Orange	Gateway Module active, but WAN is inactive
	Solid Green	Gateway Module active, and WAN is connected

## 1.4 Syspine IP Phone 310

### 1.4.1 Front View



No.	Item	Description
1.	Handset	High quality telephone handset
2.	Transfer	Transfers the current call
3.	Conference	Start conference call
4.	Call History	Display call history menu
5.	Redial	Dial last number entered
6.	Hold	Place caller on hold
7.	Call Indicator	Flashes to indicates incoming calls
8.	LCD Screen	2 x 16 character LCD display
9.	Blue Button	Parks the call
10.	Voicemail	Retrieve voicemail
11.	Mute	Turn mute on or off during handsfree or handset calling
12.	Handsfree	Place or answer a call without the use of the handset











No.	Item	Description
13.	Volume and Menu Navigation	Move up and down through menu options and adjust ringer volume. Increase or decrease volume while phone is in use
14.	Dial / Enter	Press to dial manually entered phone numbers / select items in the LCD menu









**NOTE:** For ease of use, place the labels as shown in the preceding image.

### 1.4.2 IP Phone 310 Operation

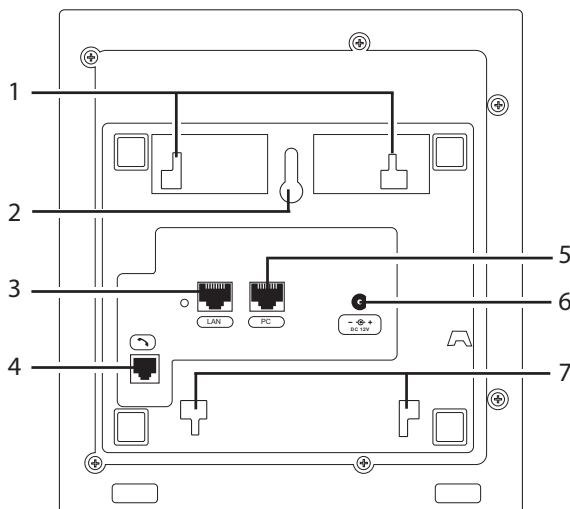
The following table describes the IP Phone 310 basic functions.

**IMPORTANT!** IP Phone 310 Hook functionality may differ depending on the selected service provider. Contact the provider for more information.

Label	Description
Answer Call	Pick up the handset to answer or press  to use Handsfree mode.
Reject Call	Press  to reject call.
Number Dial	Enter the desired number on the keypad and press  to confirm (press  to correct mistakes).
Call Transfer	Press  + ext. number +  .
Call Hold	During a call, press  to hold the call. Press  again to retrieve the call.
Call Park	During a call, press  .
Call Retrieve	Press  and dial the parked zone number assigned.

Label	Description
3 Way Conference	During a call with the 1st party, press  to hold the 1st party and get the dial tone, dial the 2nd party and press  again to start the conference.
Redial	Press  to redial the last number.
Mute	Press  to turn Mute on or off during handsfree or handset calling
Call History	Press  to access the following call history options: <ol style="list-style-type: none"><li>1. Missed Calls</li><li>2. Received Calls</li><li>3. Dialed Numbers</li><li>4. Erase Records</li><li>5. Press  to access next item</li><li>6. Press # to confirm the item</li><li>7. Press  to go back one level</li></ol>
Voicemail	Press  . The auto attendant says <b>Welcome to voice mail, please enter your password</b> . The default password is <b>9999</b> . Press 1 to listen to the new message or follow the prompts for more options.
Check IP address	Press # *47 (# *IP) to display the phone IP address.

### 1.4.3 Rear View



No.	Item	Description
1.	Desk Stand Slots	Attach the desk stand to these slots
2.	Wall Mount Slot	Attach to wall using this slot
3.	LAN Port	Connect RJ-45 ethernet cable
4.	Handset Connection Jack	Connect the handset cord
5.	PC Port	Connect RJ-45 ethernet cable to PC, or daisy chain a PC, hub, or other ethernet device
6.	AC Power Connection Jack	Connect AC power adapter
7.	Wall Mount Stand Slots	Attach the wall mount stand to these slots

**NOTE:** See *Locating IP Phone 310s* on page 23 for installation instructions.



# Installation

This section contains details on how to install the Syspine A50 Plus Phone System and connect and configure the supplied Syspine IP Phone 310s

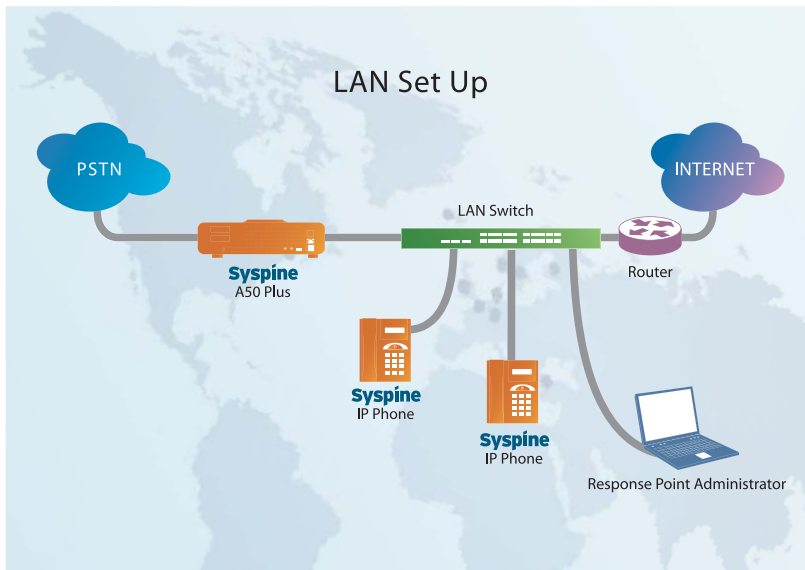
## Terms used in this chapter:

- **DHCP**—Dynamic Host Configuration Protocol (DHCP) is used by networked devices (clients) to obtain IP addresses and other parameters from a DHCP server.
- **IP**—Internet Protocol (IP) is used for communicating data across a network. IP provides the service of communicable unique global addressing amongst devices.
- **LAN**—Local Area Network (LAN) is a computer network covering a small geographic area, like an office, or group of buildings.
- **PoE**—Power over Ethernet (PoE) is an alternate method of powering devices without using a standard power outlet. The IP Phone 310 supports PoE, although the required adapter is not supplied.
- **PSTN**—Public Switched Telephone Network (PSTN) is the network of the world's public telephone networks, in much the same way that the Internet is the network of the world's public IP-based networks.

## 2.1 Hardware Installation

### 2.1.1 LAN Setup

The diagram describes the LAN architecture using the Syspine A50 Plus Phone System.



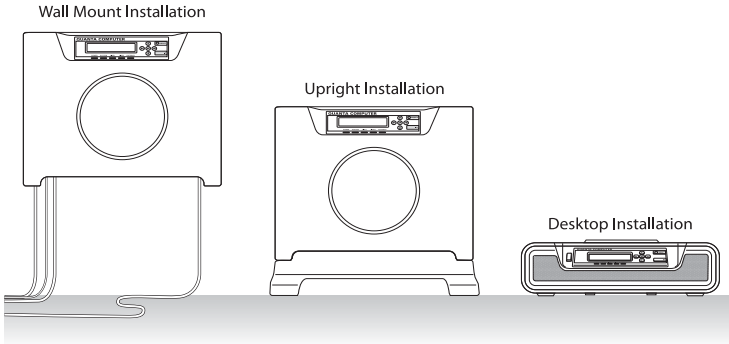
## 2.1.2 Recommended Installation Process

To save time, it is recommended that all the IP Phone 310s are installed and connected to a suitable power outlet at the same time. For example, if ten IP Phone 310s are required for an office setup, perform the installation in the following order.

1. Locate the Syspine A50 Plus (desktop or wall mount). See “Locating the Syspine A50 Plus” on page 18.
2. Connect the Syspine A50 Plus to the LAN and power outlet. See “Connecting the Syspine A50 Plus to Power and LAN” on page 20.
3. Connect the Syspine A50 Plus to the PSTN. See “Connecting the Syspine A50 Plus to the PSTN” on page 22.
4. Locate all ten IP Phone 310s (desktop or wall mount). See “Locating IP Phone 310s” on page 23.
5. Connect all ten IP Phone 310s to the LAN and suitable outlet. See “Connecting IP Phone 310s to the LAN” on page 25.
6. Install the Syspine A50 Plus Syspine A50 Plus. See “Syspine A50 Plus Installation” on page 26.
7. Change the Syspine A50 Plus password and set the date and time. See “Changing the Syspine A50 Plus Password” on page 32. and *Setting the Date and Time* on page 33.
8. Use the Auto Installation function, see *Auto Installation* on page 35.

### 2.1.3 Locating the Syspine A50 Plus

The Syspine A50 Plus provides two distinct setup options—desktop and wall mounted. The LCD panel and top ventilation panel can be inverted for upright and wall mounted installation.



#### **2.1.3.1**    **DESKTOP INSTALLATION**

Place the Syspine A50 Plus on a flat, stable surface in a well ventilated area.

**IMPORTANT!** Do not obstruct the cooling vents (see *Front View* on page 6 for vent locations).

1. Press the LCD panel release button (see *Front View* on page 6) and lift the panel up.
2. Invert the panel and insert it into the panel bay.
3. Press the panel inward until a click is heard. Apply steady pressure until a further click is heard.

**NOTE:** When located correctly, the LCD panel does not move within the bay.

4. Grip the top ventilation panel (see *Front View* on page 6) and twist counter-clockwise to remove it.
5. Twist clockwise to secure the panel in place.

### **2.1.3.2 WALL MOUNTED INSTALLATION**

The Syspine A50 Plus wall mounting solution is designed to reduce clutter by locating the Syspine A50 Plus in an otherwise unused area.

There are two wall mounting slots on the underside of the Syspine A50 Plus (see *Bottom View* on page 8) for mounting purposes.

At the back of this user's manual is a wall mounting template to assist in the positioning of the Syspine A50 Plus. To wall mount the Syspine A50 Plus, perform the following steps:

1. Press the LCD panel release button (see *Front View* on page 6) and lift the panel clear.
2. Invert the panel and insert it into the panel bay.
3. Press the panel inward until a click is heard. Apply steady pressure until a further click is heard.

**NOTE:** When located correctly, the panel does not move in the bay.

4. Grip the top ventilation panel (see *Front View* on page 6) and twist counter-clockwise to remove it.
5. Invert the ventilation panel so that the Syspine name is readable and replace the panel.
6. Twist clockwise to secure the panel in place.
7. Locate a clean, even wall space with adequate room for cabling.
8. Print out the template at the back of this manual and place it on the wall (see *Syspine A50 Plus Wall Mounting Template* on page 159)
9. Use the guide line on the wall mounting template and a level to ensure the Syspine A50 Plus is in horizontal position.
10. Mark the locations for the two positioning screws using the template.
11. Drill two holes and insert the supplied wall fixing plugs.
12. Insert the supplied screws and tighten fully, until none of the thread is showing.

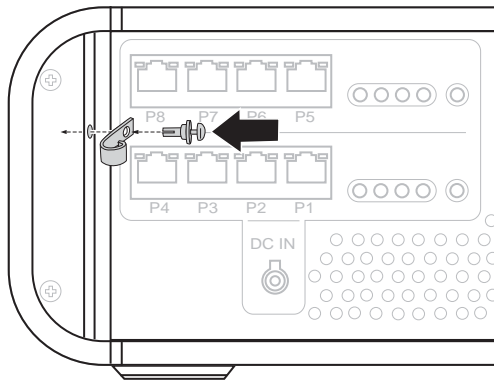
**NOTE:** The screws are designed to project out from the wall for mounting purposes.

13. Align the wall mounting slots on the underside of the Syspine A50 Plus with the screws. Fit the screws into the wall mounting slots and apply slight downward pressure to secure the unit.

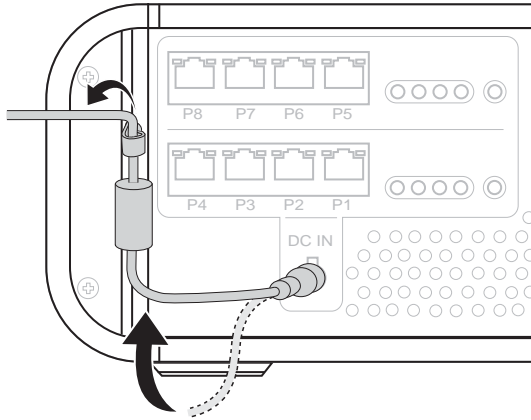
### 2.1.4 Connecting the Syspine A50 Plus to Power and LAN

After locating the Syspine A50 Plus, connect to power by performing the following steps:

1. Insert the cable pin into the left-hand side of the Syspine A50 Plus case as shown.



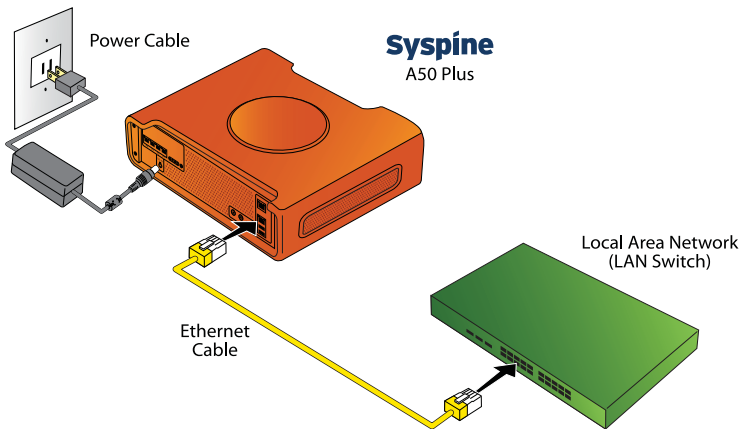
2. Connect the AC adapter to the Syspine A50 Plus and secure it in place as shown in the following illustration.



3. Use one of the supplied Ethernet cables (yellow) to connect the LAN port of the Syspine A50 Plus to the LAN switch and plug in the AC adapter into a standard electrical outlet.

Before continuing, make sure the display shows SERVICE READY.

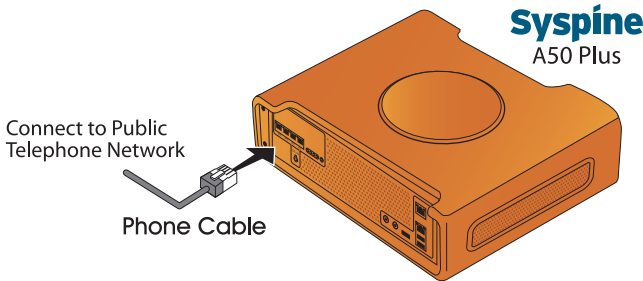
**NOTE:** Ensure that all cables are properly inserted and the LAN switch is working properly before continuing.



### 2.1.5 Connecting the Syspine A50 Plus to the PSTN

After locating the Syspine A50 Plus, connect the PSTN by performing the following steps:

1. Connect the phone cable to the PSTN as shown.



2. Check that the telephone line module LED on the back of the Syspine A50 Plus lights green (see *Rear View* on page 7 for location).

**NOTE:** If the telephone line status LED does not light for any active phone line, check the public telephone line and Voice Services. See *Using the Voice Services Menu* on page 82 for more information.

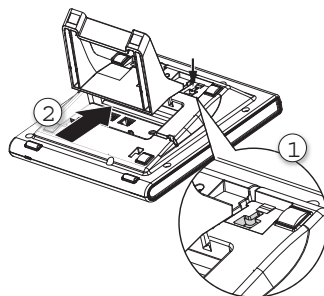


## 2.1.6 Locating IP Phone 310s

The IP Phone 310 provides two distinct setup options—desktop and wall mounted.

### 2.1.6.1 DESKTOP INSTALLATION

1. Insert the two locating tabs (1) into the slots as shown.
2. Push the stand (2) toward the top of the IP Phone 310 until it clicks into place.



### 2.1.6.1 WALL MOUNTED INSTALLATION

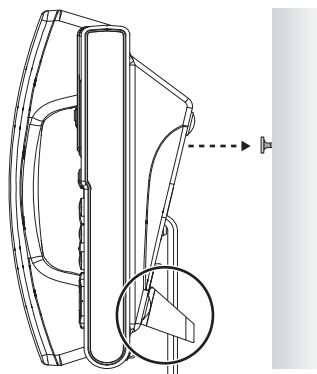
The IP Phone 310 wall mounting solution is designed to reduce clutter by locating the IP Phone 310 in an otherwise unused area.

The wall mounting slot is located on the underside of the IP Phone 310 (see *Rear View* on page 7) for mounting purposes.

**NOTE:** The handset hook is supplied in the upright position, suitable for desktop or wall mounting. If the phone is installed on a desktop without the stand, remove the hook and install it point down.

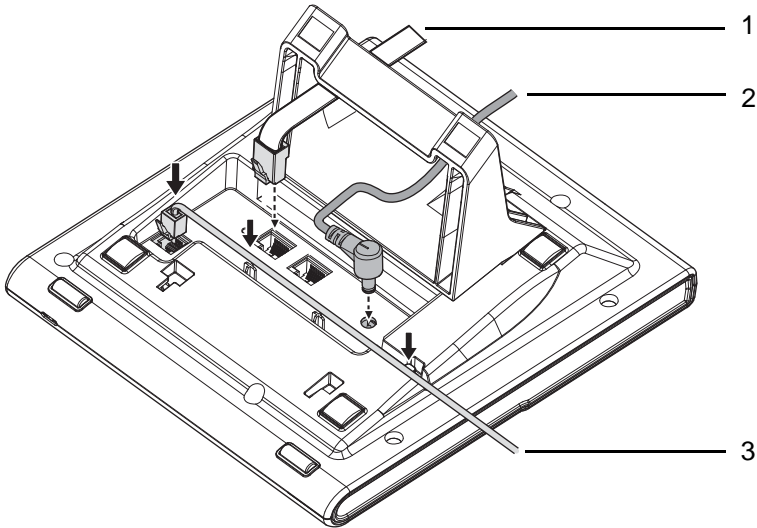
Perform the following steps to wall mount an IP Phone 310:

1. Insert the two stand locating tabs in to the slots on the phone.
2. Push the stand toward the bottom of the IP Phone 310 to until it clicks into place.
3. Locate a clean, even wall space with adequate room for cabling.
4. Drill a hole and insert a suitable wall-fixing plug.
5. Insert a suitable screw and tighten, leaving a 5 mm (0.2 inches) gap.
6. Align the wall-mounting slot on the underside of the IP Phone 310 with the screw.
7. Place the IP Phone 310 on the wall and align it with the screw on the wall.



### 2.1.7 IP Phone 310 Cable Connections

Connect the IP Phone 310 cables as shown in the diagram:



1.	LAN cable
2.	Power cable
3.	Handset cord

1. Connect the white Ethernet cable to the LAN port.

2. Connect the power cable to the DC power jack.

**NOTE:** If the IP Phone 310 is connected through a Power over Ethernet (PoE) device, it is not necessary to connect the power adapter.

3. Connect the handset cable to the handset jack.

**NOTE:** The handset cable has a long straight connection and a short straight connection. Use the long section to connect to the IP Phone 310. Secure the cable in place by pressing down as shown in the preceding image.

### 2.1.8 Connecting IP Phone 310s to the LAN

After connecting the Syspine A50 Plus to the LAN and a suitable power outlet, connect all the required IP Phone 310s at once to the LAN.

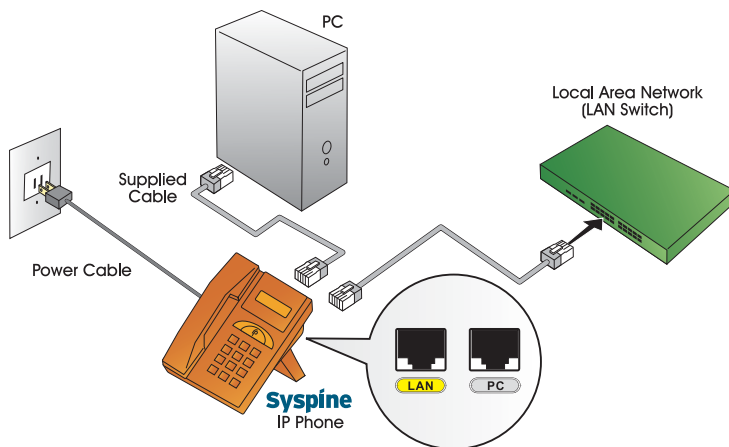
The IP Phone 310 supports daisy-chain connection for limited port access using the supplied Ethernet cable.

**IMPORTANT!** PoE operation is not possible when wiring in daisy chain sequence—power adapters must be used on series phones.

Perform the following steps to connect the IP Phone 310 as part of a daisy-chain:

1. Disconnect the existing LAN cable from the PC.
2. Plug the LAN cable into the LAN port on the IP Phone 310.
3. Using the supplied Ethernet cable, connect the PC port on the IP Phone 310 to the LAN port on the PC.
4. Using the supplied power cables for each phone, connect the IP Phones to a power source.
5. Record the IP address for each phone as displayed on the LCD screen.

**NOTE:** If the IP address is not displayed, enter # \* 47 (# \* IP) on the keypad to display the IP address.



If port access is not a consideration and a daisy chain connection is not required, attach the IP Phone 310 directly to the LAN switch with the supplied cable.

## 2.2 Syspine A50 Plus Installation

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This section contains details on how to install the Syspine A50 Plus and how to configure the IP Phone 310s.

### 2.2.1 System Requirements

Syspine A50 Plus requires:

- Processor: Intel Pentium III 700 MHz or greater
- Memory: 128 MB RAM
- Hard Disk: 100 MB
- Operating System: Windows XP, Windows Vista, Windows 7 (32-bit)

### 2.2.2 Installing Syspine Tools

**NOTE:** Screenshots will vary depending on your operating system.

1. Insert the Installation CD provided. The Auto-run interface starts automatically.

**NOTE:** If the Auto-run Interface does not start automatically, access the CD using Windows Explorer and manually execute **CDRun.exe** in the root directory to begin installation.

The Install Syspine Tools screen displays.



2. Click **Install Syspine Tools** to begin the process.

The Phoenix Setup Wizard screen displays.



3. Click **Next** to continue the installation.

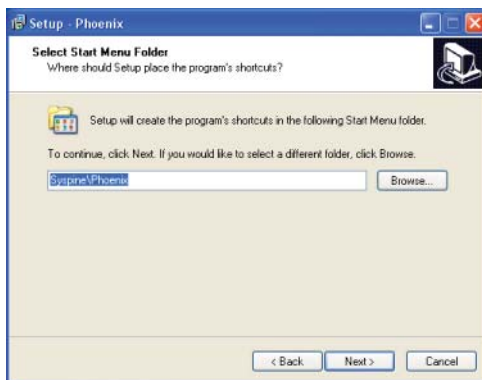
**NOTE:** It is recommended that you close all other applications before continuing.

4. Select the destination folder to install the Syspine A50 Plus. Click **Next** to continue. Click **Browse** to manually select a specific location.

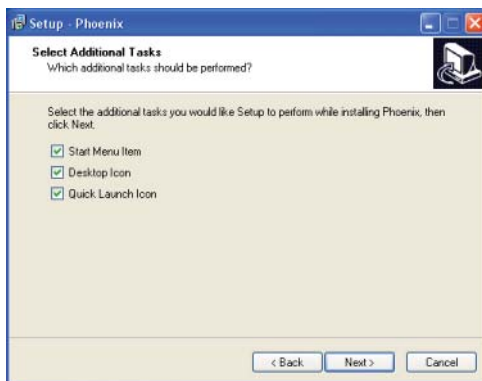


**NOTE:** At least 24.1 MB of free disk space is required for installation.

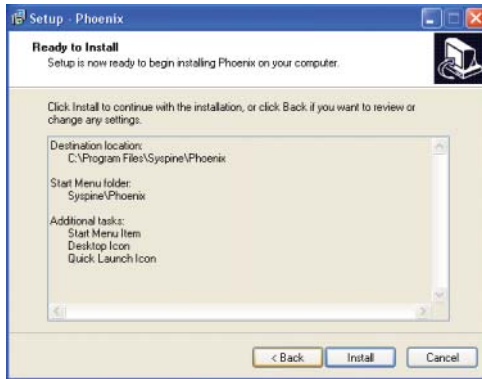
5. Select the destination where you want the Syspine A50 Plus short-cuts to be installed. To continue, click **Next**. If you would like to select a different folder, click **Browse**.



6. Select the additional items that you would like installed onto your computer by checking off the items from the list, then click **Next** to continue.



7. Review the settings you have selected and click **Install**.



**NOTE:** If you want to change any settings, click **Back** to take you to the appropriate window.



8. Once you have completed the installation, click **Finish** to exit the Syspine A50 Plus Setup Wizard.

**NOTE:** Installation screens are O/S dependant. For this demonstration the Windows XP operating system was used.

## 2.3 Logging on to The Syspine A50 Plus

After the initial hardware and software installation, the Syspine A50 Plus is automatically detected through the LAN connection. Perform the following steps to log in to the Syspine A50 Plus:

1. To launch the Syspine A50 Plus, go to **Start→All Programs→Syspine→Administrator→Administrator 1.0.nnnnn**.



2. Select the desired Syspine A50 Plus, and click Connect. If the software does not automatically detect the Syspine A50 Plus system, you can manually enter the IP address by clicking on the yellow arrow and enter the IP address in the field designated.

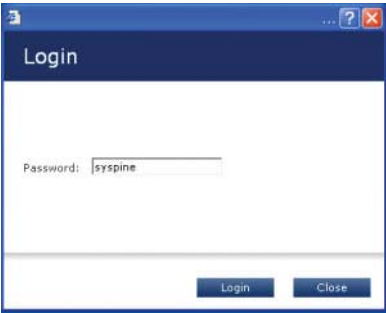
**NOTE:** Compare the IP address on screen with the IP address attached to the Syspine A50 Plus. To view the IP address on the Syspine A50 Plus, press the IP button located on the front panel and the IP address will show on the screen.



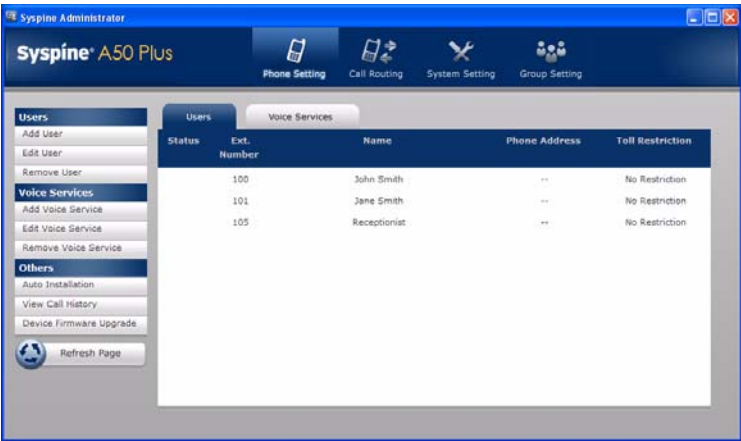
3. Click **Connect**

**NOTE:** The connection process can take a few seconds. If the required Syspine A50 Plus is not present, see *Troubleshooting* on page 153.

Once connection is established, a password prompt displays.



4. Enter the default password **syspine** (all lower case) and click **Login**.  
The main **Syspine A50 Plus** screen displays.



### 2.3.1 Changing the Syspine A50 Plus Password

After logging in, change the password to prevent any security issues.

**NOTE:** The default password for the Syspine A50 Plus is **syspine**.

To change the Syspine A50 Plus password, perform the following steps:

1. Once you have logged in to the Syspine A50 Plus, on the **System Setting** tab, click **Change Password** in the **Properties** panel.

The **Change Password** screen displays.

The password controls who can connect to this system.

Your password can be 4-20 digits and should contains letters (A, B, C, a, b, c...), numerals (0, 1, 2, 3, 4, 5, 6, 7, 8, 9), and symbols ( ' ~ ! @ # \$ % ^ & \* ( ) \_ + = { } | [ ] \ : " ; ' < > ? , . / ) .

Current Password:

New Password:

Confirm Password:

OK Cancel

2. Enter the current password, a new password, and confirm the new password.
3. Click **OK**.
4. The following message is displayed when the password is changed successfully.

**NOTE:** If an error message is displayed, follow the on-screen prompts to correct the problem and try again.

### 2.3.1.1 ***STRONG PASSWORD TIPS***

Your password can be 4-20 digits and should contain letters (A, B, C, a, b, c...), numerals (0, 1, 2, 3, 4, 5, 6, 7, 8, 9), and symbols (' ~ ! @ # \$ % ^ & \* ( ) \_ + - = { } | [ \ : " ; < > ? , . /). Due to the way passwords are encrypted, the most secure passwords are 7 or 14 characters long.

For a password to be strong, it should:

- Be significantly different from prior passwords.
- Not contain a name or user name.
- Not be a common word or name.

## 2.3.2 **Setting the Date and Time**

To set the Syspine A50 Plus date and time, perform the following steps:

1. On the **System Setting** tab, click **Change Date/Time** in the **Properties** panel.

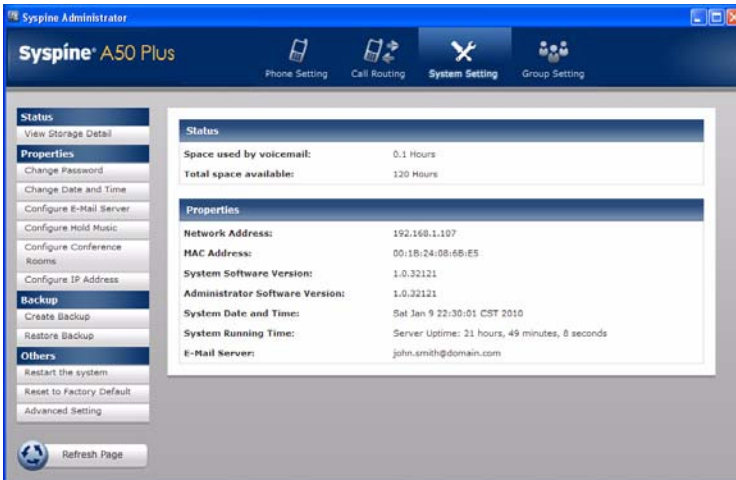
The **Change Date and Time** screen displays.

2. Select the appropriate time zone from the drop down list.

3. You have the option to automatically synchronize the date and time with an internet time server by entering the web address or IP address into the server field and clicking **Update Now** or manually setting the date and time information from the drop-down menus. Click **OK** to save the changes.

**NOTE:** The Syspine A50 Plus only reboots if the time zone is changed. All other changes are updated immediately.

4. Verify the new date and time in the **Properties** table under the **System Setting** tab.



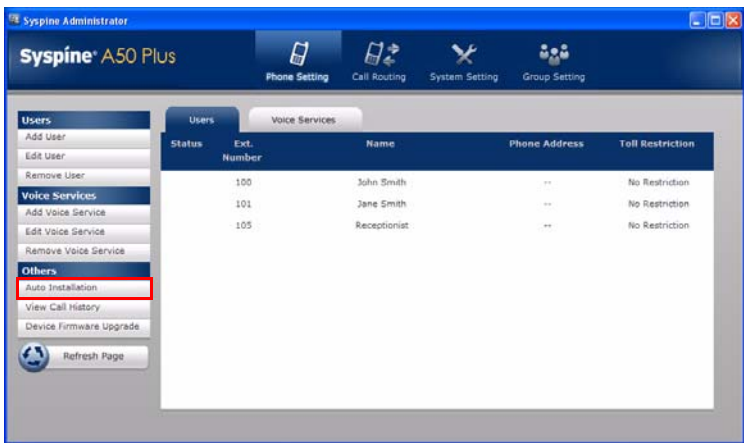
**NOTE:** You may need to refresh the page in order to view your changes.

## 2.4 Auto Installation

The **Auto Installation** function allows the administrator to search the network for new devices and configures them to the system. The new devices are numbered consecutively starting with 100.

During this process, the ATA module is also automatically configured.

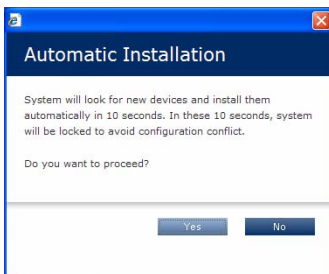
**CAUTION:** AUTO INSTALLATION CONFIGURES ALL IP PHONES CONNECTED TO YOUR NETWORK. DO NOT USE THE AUTO INSTALLATION FUNCTION IF YOU HAVE ALREADY CONFIGURED YOUR SYSTEM AS PREVIOUS CONFIGURATION SETTINGS WILL BE LOST.



1. Navigate to **Phone Setting** → **Others** → **Auto Installation**.

2. Click **Auto Installation**.

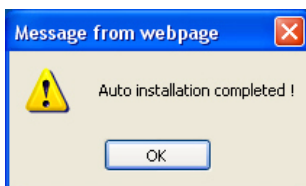
The **Automatic Installation** screen displays.



**NOTE:** The system detects and installs any available devices. During this time, the system may not respond to prevent any configuration conflicts.

3. Click **Yes** to continue with the installation process.

4. Once the installation process is complete, you will receive a confirmation dialog.



The Automatic Installation process is now complete.

After installation, the newly added devices can be personalized if required, see *Editing Users* on page 77.

## 2.5 Powering Down the Syspine A50 Plus

---

The Syspine A50 Plus does not provide an on/off power switch like other electrical appliances, the **Reset** button is used to shutdown the Syspine A50 Plus properly.

To power off the Syspine A50 Plus, perform the following steps:

1. Exit any active Administrator and Assistant sessions.
2. Press and hold the **Reset** button on the Syspine A50 Plus front panel for 5 seconds and release.
3. The Syspine A50 Plus enters a Standby state and the LCD panel displays UNPLUG POWER CORD for 15 seconds.
4. To power down the device, unplug the power cord from the back of the Syspine A50 Plus in these 15 seconds. Otherwise wait for the system to reboot.

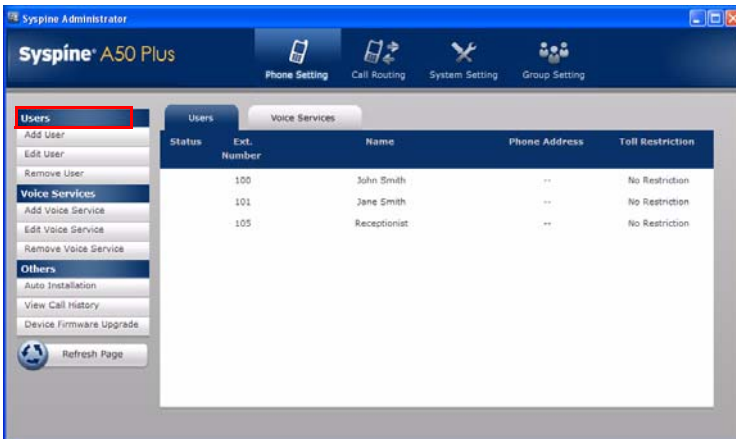
**IMPORTANT!** Do not unplug the Syspine A50 Plus unless the LCD displays UNPLUG POWER CORD. Incorrect power down can damage the Syspine A50 Plus.

## 2.6 Configuring the IP Phone 310s

After logging on to the Syspine A50 Plus, the installed IP Phone 310s must be detected and new users added. Perform the following steps to detect the phones and add new user information.

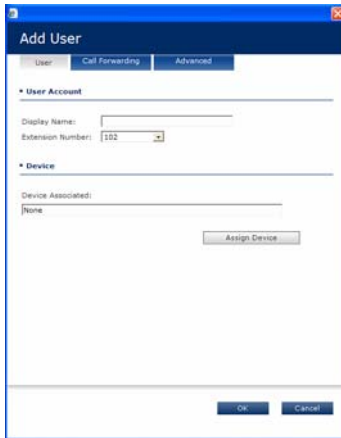
### 2.6.1 Adding a New User

1. Go to **Start**→**All Programs**→**Syspine A50 Plus** to launch the software, if it is not already running.
2. Navigate to **Phone Setting**→**User** and click **Add User**.



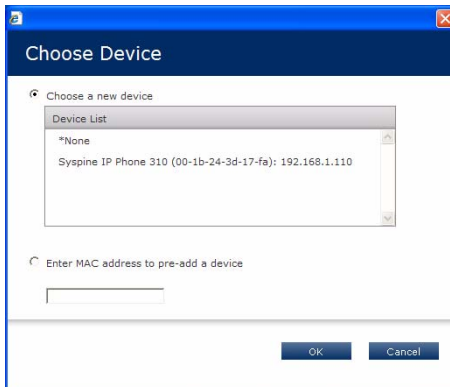


The **Add User** screen displays. The default tab is the **User** tab.



The 'Add User' dialog box has three tabs: 'User', 'Call Forwarding', and 'Advanced'. The 'User' tab is active. It contains two main sections: 'User Account' and 'Device'. In the 'User Account' section, there is a text field for 'Display Name' and a dropdown menu for 'Extension Number' with '102' selected. In the 'Device' section, there is a text field for 'Device Associated' with 'None' selected. An 'Assign Device' button is located below the 'Device Associated' field. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

3. In the **User Account** section under the **User** tab, enter in the **Display Name** (this name will display on the phone) and select an extension number from the drop down list of available extensions (100-399).
4. In the **Device** section, click on **Add Device**.  
The **Choose Device** screen displays.



The 'Choose Device' dialog box has two radio buttons: 'Choose a new device' (selected) and 'Enter MAC address to pre-add a device'. Below the first radio button is a 'Device List' box containing '\*None' and 'Syspine IP Phone 310 (00-1b-24-3d-17-fa): 192.168.1.110'. Below the second radio button is an empty text field. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

5. You have the option to either select a device from a list of detected devices or enter a MAC address to pre-add a device before it is connected. Click **OK** to save your changes.
6. Click the **Call Forwarding** tab to display the following screen.
7. Set **Call Forwarding** as desired.
  - **Within**—set the time elapsed before the call is forwarded.
  - **Forward to**—set where the call will be forwarded.
8. Click the **Advanced** tab to display the following screen.

**Add User**

User Call Forwarding **Advanced**

• **Toll Restriction**

☒ No Restriction

☐ Assign Custom Dialing Privileges

☐ Local

☐ Operator/International

☐ Special

• **Voicemail**

☒ Enable Voicemail

☐ Retrieve messages as attachment to e-mail.

E-mail Address:

Personal Authority Code:

The Personal Authority Code is required when access mailbox or access specific feature under personal privilege.

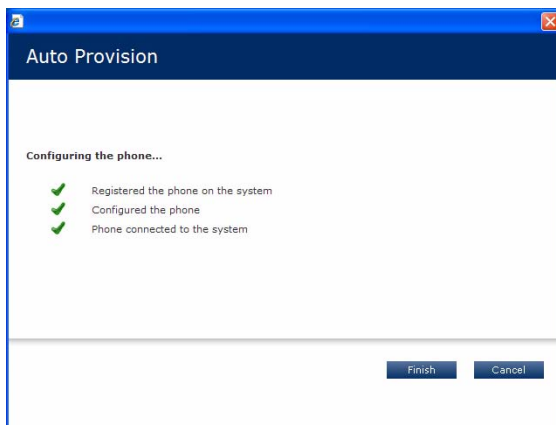
• **Other Settings**

☒ Allow this user to be paged

OK Cancel

9. Set **Toll Restrictions** as desired.
  - **No Restriction**—gives the user full dialing privileges.
  - **Assign Custom Dialing Privileges**—apply dialing privileges (local, operator/international, special).
10. Set **Voicemail** as desired.
  - **Enable Voicemail**—turns on voicemail for the user.
  - **Retrieve messages as attachment to Email**—turns on Email alerts when voicemail is received.
  - **Personal Authority Code**—set the security code for voicemail.

11. Set **Other Settings** as desired.
  - Check the check box to allow this user to be paged.
12. Click **OK** to save all changes.
13. The Syspine A50 Plus will then register the phone to the system, configure the phone, and connect it to the system. Click **Finish** to complete the process.





## Basic Features

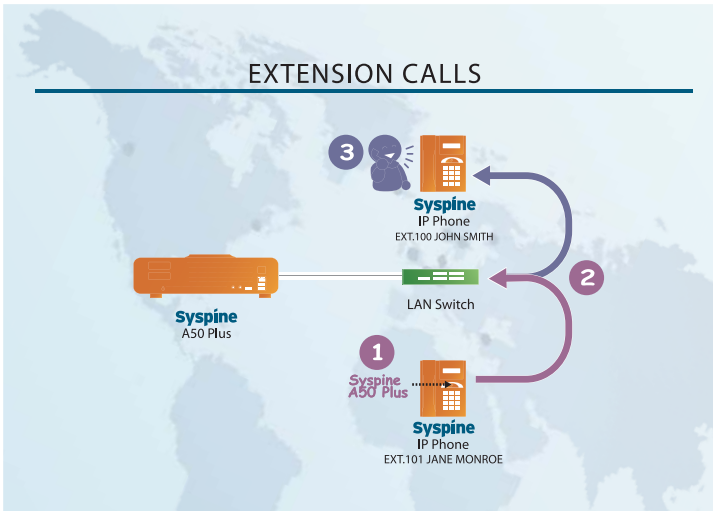
This chapter contains information on basic Syspine A50 Plus Phone System operation using Syspine A50 Plus. Topics include making and receiving internal and external calls, transferring calls, using a Public Address (PA) system, and voicemail functions.

### Terms used in this chapter:

- **IP**—Internet Protocol (IP) is used for communicating data across a network. IP provides the service of communicable unique global addressing amongst devices.
- **LAN**—Local Area Network (LAN) is a computer network covering a small geographic area, like an office, or group of buildings.
- **MAC**—Media Access Control (MAC) addresses are numbers that represent a unique name for particular network adapters, so, for example, the network adapters in two different computers will have different names.
- **PBX**—A Private Branch eXchange (PBX) is a telephone exchange that serves a particular business or office.
- **URL**—Uniform Resource Locator (URL) is a global identifier of network-retrievable documents and in the scope of this User's Manual represents a World Wide Web address.
- **WAV**—Waveform audio format (WAV), is a Microsoft and IBM audio file format standard for storing audio on PCs.

### 3.1 Making Calls to Extensions

Extension calls are calls placed to other Syspine IP Phone 310s using the Syspine A50 Plus.

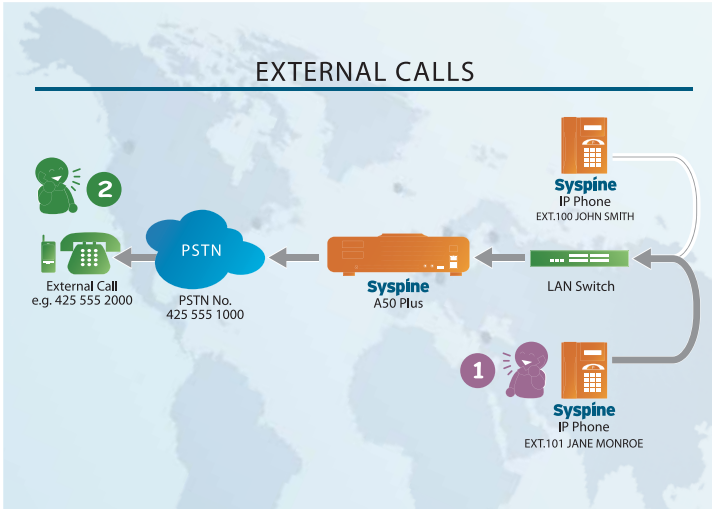


To make an extension call, perform the following steps:

1. Lift the handset of the IP Phone 310.
2. Dial the required extension using the keypad.
3. The system connects the phone to the supplied extension.

## 3.2 Making External Calls

External calls are calls placed to contacts outside the internal network.



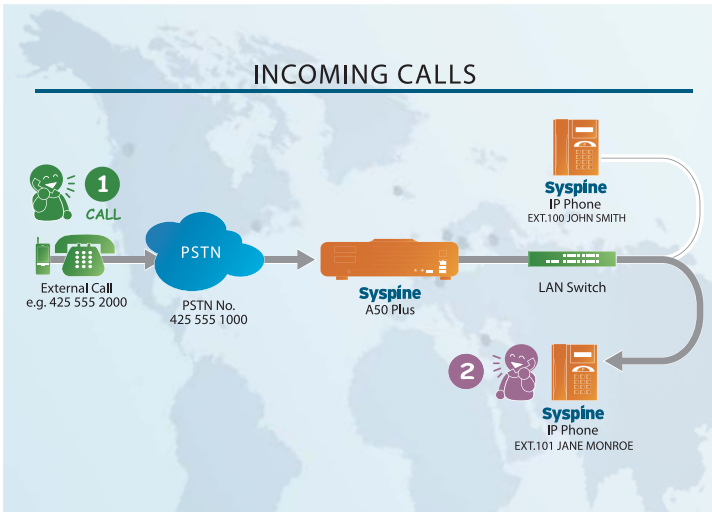
To make an outgoing call using the keypad, perform the following steps:

1. Lift the handset of the IP Phone 310.
2. Press 9 to specify an outbound call.
3. Dial the required number using the keypad. The system connects the phone to the supplied external number.

**NOTE:** If VoIP calls result in an error, logon to Administrator and go to **Base Unit** → **View Event Log** and look for information on any failures that occurred.

### 3.3 Receiving Incoming Calls

The Syspine Phone System functions as a traditional phone system when receiving incoming calls. Simply pick up the IP Phone 310 handset or press the Speaker button to accept the call.



Incoming calls using Syspine A50 Plus are processed as follows:

- The external caller dials the PSTN number assigned to the Syspine A50 Plus.
- The Auto Attendant asks the caller to dial the extension of the required contact.

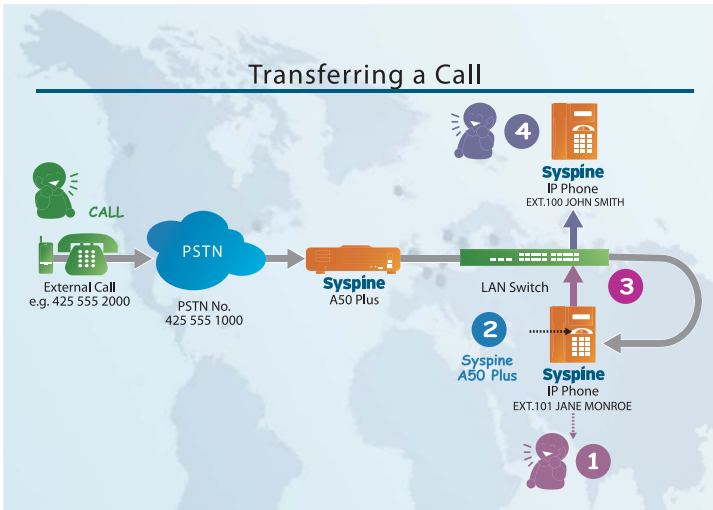
**NOTE:** The Syspine A50 Plus handles the call as defined in the Call Routing Plan (see *The Call Routing Tab* on page 96).




### 3.4 Transferring Calls

Call transfer is used to manually extend a call to another extension or user.

**NOTE:** Only phones and users added to Syspine A50 Plus are accessible for transfer.



To Transfer a call using the keypad, perform the following steps:

1. Ask the calling party to wait while you transfer the call.
2. Press the Transfer button on the IP Phone 310.
3. Dial the required extension, press Dial / Enter () and hang up the phone.

The system connects the call to the extension associated with the supplied name.

## 3.5 Using Voicemail

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If a call is not answered within 15 seconds, the call will be forwarded to voicemail. The term voicemail is used for mobile, cellular, and desktop computerized telephone answering systems that digitize incoming voice messages and stores them on disk or flash memory. Incoming calls are diverted to voicemail when the user is unavailable or the phone is powered off. The voicemail button flashes red to indicate the receipt of a message.

Syspine A50 Plus allows users to review voice messages while in the office or from outside.

**NOTE:** The default password is **9999**.

### 3.5.1 Leaving Voicemail

If a call is not answered within 15 seconds (default), the voicemail function is activated.

1. The Auto Attendant informs the caller that the user is not available.
2. After the tone, record a short message (less than 120 seconds).
3. When finished, hang up the phone or press the # key.

### 3.5.2 Retrieving Voicemail

Voicemail can be reviewed while in the office or from an external number.

#### 3.5.2.1 RETRIEVING VOICEMAIL IN THE OFFICE

To retrieve voicemail, perform the following steps:

1. Press the voicemail button on the IP Phone 310 or dial **500**.
2. You are prompted to enter the password by using the keypad.
3. Enter the password to enter the main menu.
4. Press **1** to listen to voicemail messages.

The Auto Attendant supplies the number of new messages and saved messages available then plays the first new message recorded.

5. After listening to the message, the following options are available:

- **Repeat**—press **1** to replay the previous message.
- **Continue**—press **3** to proceed to the next message or return to the main voicemail menu if there are no further messages.

**NOTE:** If no new messages remain, the first saved message is played.

- **Delete**—press **7** to delete the current message.
- **Forward**—press **9** to forward the message to another extension.

### **3.5.2.2    RETRIEVING VOICEMAIL FROM AN EXTERNAL NUMBER**

To access voicemail from an external number, perform the following steps:

1. Dial the PSTN number to call.
2. After the Auto Attendant answers, dial **500**.
3. Follow steps 2 through 5 in *Retrieving Voicemail in the Office* on page 48.

### **3.5.3    Configuring Voicemail Options**

To configure voicemail options, perform the following steps:

1. Lift the handset and press the voicemail button,  
OR  
Press the voicemail button for hands-free operation.
2. A standard voicemail greeting is supplied prompting the user to enter their password or press the \* key to check voicemail for a different extension.
3. Enter the password to enter the main menu.
4. Press **2** to enter the **Change Your Settings** menu.

There are six options within the Personal Options menu:

- **Listen to Personal Greeting**—press **1** to review the personal greeting message for the current user.

**NOTE:** If no custom message is recorded, the Auto Attendant Greeting is used.

- **Record Personal Greeting**—press **2** to record the personal greeting message for the current user.
- **Change Greeting Type**—press **3** to change the type of voicemail greeting for the current user.  
Select from System Greeting (default) and Personal Greeting (custom).
- **Change Password**—press **4** to enter a new 4~8 digit password followed by the # key. Confirm the new password by re-entering the new password followed by the # key.
- **Go Back to Main Menu**—press \* to return to the main voicemail menu.



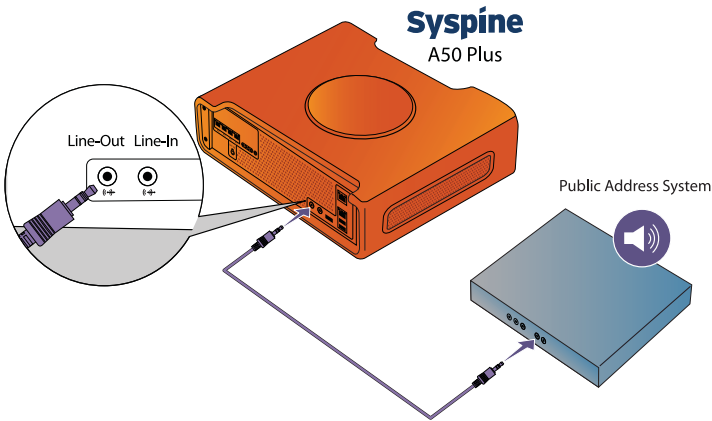
## Advanced Features

This chapter contains information on advanced Syspine A50 Plus operation using Syspine A50 Plus. Topics include using a paging system, call park/ call retrieve, configuring agent/user groups, and outgoing call routing.

For more information on Syspine Module configuration, see the Service Manual and Security Gateway User's Manual.

## 4.1 Using a Public Address System

The Syspine A50 Plus supports connection to a Public Address system (PA) or to speakers directly attached to the Syspine A50 Plus. To connect the PA to the Syspine A50 Plus, refer to the following diagram:



**NOTE:** See *Rear View* on page 7 for the location of the Line-Out jack.

### 4.1.1 Internal Page

An internal page can be made if user groups have been set up (See “Adding A User Group” on page 60.):

1. Lift the IP Phone handset and dial **\*5+User Group ext.**
2. Wait for the ready tone, then speak as normal.
3. Syspine A50 Plus routes the voice page to the extensions that belong to that user group.
4. Hang up when finished.

### 4.1.2 External Page

Once the PA (or speaker) is connected to the Line-Out jack, perform the following steps to make an external page over the PA:

1. Lift the IP Phone handset and dial **\*6.**
2. Wait for the ready tone, then speak as normal.

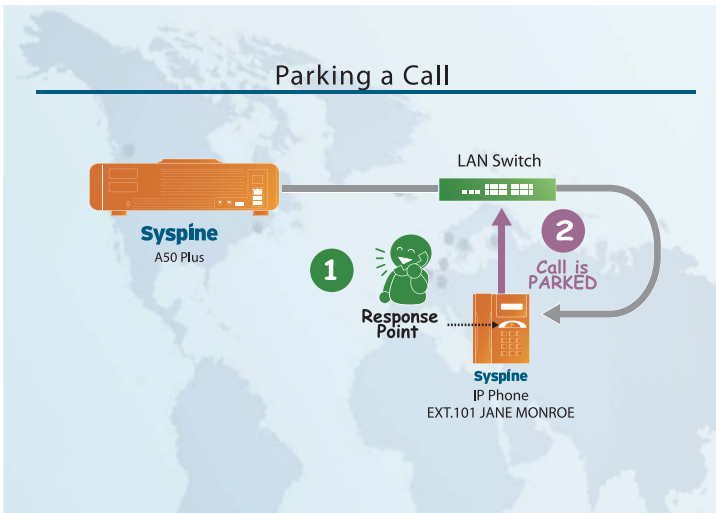
3. Syspine A50 Plus routes the voice page to the line-out jack and over external, amplified paging equipment as well as the phones connected.
4. Hang up when finished.

**NOTE:** Users can be disabled from receiving pages.

## 4.2 Using Call Park and Retrieve

Call park is used to hold a call in the system until another system extension or user is free to respond. While parked, a caller hears the default Syspine A50 Plus music or a custom audio file played through the Line In jack on the rear of Syspine A50 Plus. See *Configuring Hold Music* on page 123 for more information.

There are a total of nine slots available for call parking. Any IP Phone 310 can retrieve a parked call by using the call retrieve function.



### 4.2.1 Parking a Call

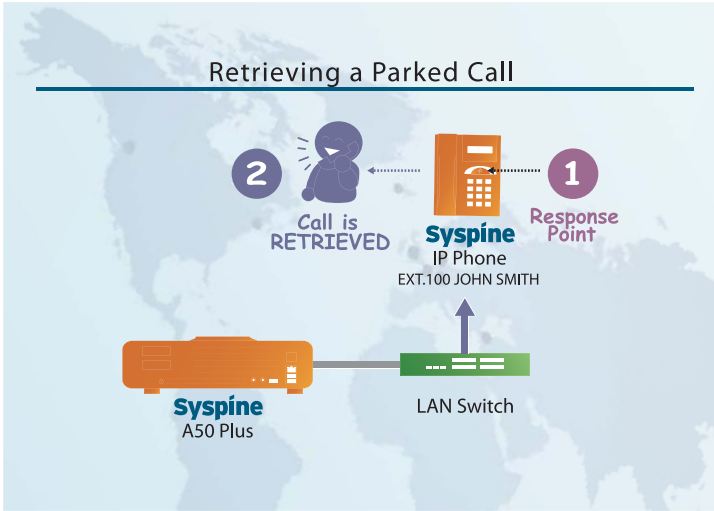
To park an incoming call, perform the following steps:

1. After answering the incoming call, press the Big Blue button to park the call.
2. User will hear the parked zone number where the call was parked.
3. Replace the handset on the phone.  
The incoming call is now parked.



### 4.2.2 Retrieving a Parked Call

To retrieve a parked call, perform the following steps:



1. Lift up any handset and dial the parked zone number that has been designated to the parked call.  
The call is retrieved from the parked status.

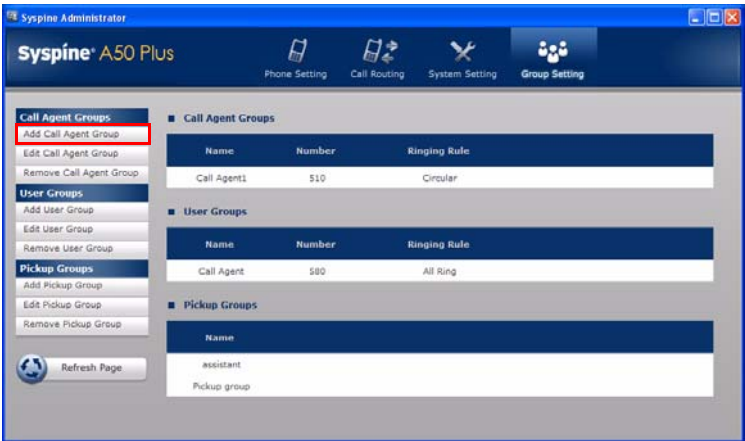
## 4.3 Using Agent Group

Agent groups allows calls to reach a specified group. Once the agent group is configured, calls can be set up to ring simultaneously, circularly, or round robin.

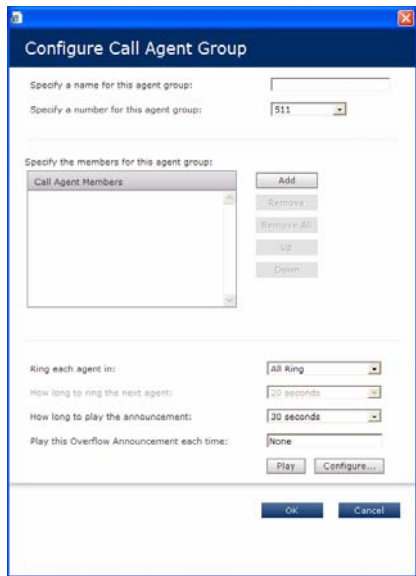
### 4.3.1 Configuring Call Agent Groups

#### 4.3.1.1 ADDING A CALL AGENT GROUP

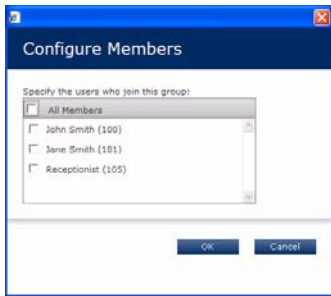
1. In the **Group Setting** tab, click **Add Call Agent Group** in the **Call Agent Group** panel.



The **Configure Call Agent Group** screen displays.

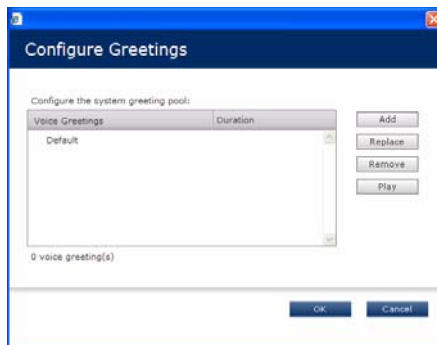


- 2. Specify a name for this agent group.
- 3. Specify a number for this agent group.
- 4. To add members to this agent group, click **Add**.  
The **Configure Members** screen displays.

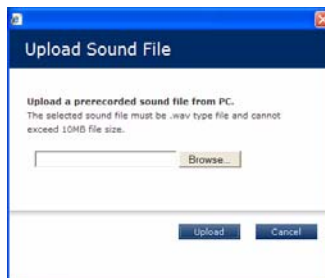


- 5. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.

6. Select how the system should ring the members in the group from the following drop down list:
  - Simultaneous
  - Circular
  - Round Robin
7. Select the ring time (3-30 seconds).
8. To choose a greeting if no one is able to answer the call, click **Configure**. The **Configure Greetings** screen displays.



9. To add a greeting, click **Add**. The **Upload Sound File** screen displays.



**NOTE:** The sound file must be a .wav file format and cannot exceed 2MB in size.

10. Click **Browse** to locate the desired sound file.

**11.** Click **Upload** to upload the sound file to the Syspine A50 Plus.

**NOTE:** To confirm that the file has been uploaded properly, you should see the uploaded file in the **Configure Greeting** screen.

**12.** Click **OK** in the **Configure Greeting** screen to save the settings.

**13.** Click **OK** in the **Configure Call Agent Group** screen to save the settings.

**NOTE:** To confirm that the call agent group has been saved, it should be on the **Call Agent Groups** list in the **Group Settings** tab.

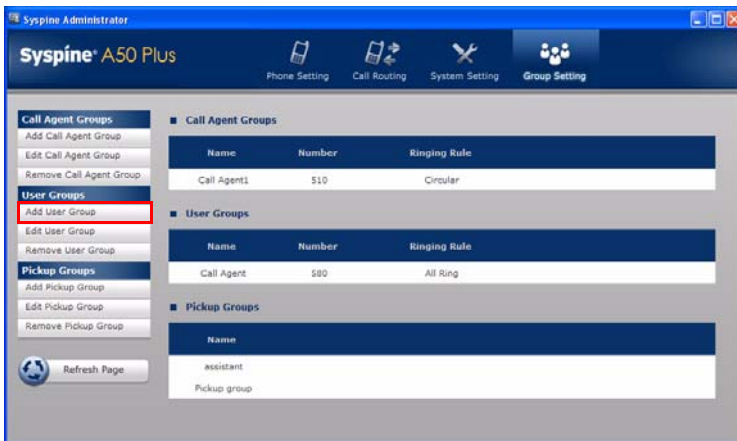
## 4.4 Using User Group

Much like agent groups, user groups allows calls to reach a specified group. However, user groups do not have a queue function. When all members of the group are unable to pick up the call, it will be forwarded to another destination.

### 4.4.1 Configuring User Groups

#### 4.4.1.1 ADDING A USER GROUP

1. In the **Group Setting** tab, click **Add User Group** in the **User Groups** panel.



The **Configure User Group** screen displays.

The 'Configure User Group' dialog box has a blue title bar. It contains the following fields and controls:

- 'Specify a name for this user group:' followed by a text input field.
- 'Specify a number for this user group:' followed by a dropdown menu showing '581'.
- 'Specify the members for this user group:' section containing:
  - A list box titled 'User Group Members'.
  - Buttons: 'Add', 'Remove', 'Remove All', 'Up', and 'Down'.
- 'Ring each member in:' followed by a dropdown menu showing 'All Ring'.
- 'How long to stop the ringing:' followed by a dropdown menu showing '20 seconds'.
- 'The call will be forwarded to:' followed by a dropdown menu.
- 'OK' and 'Cancel' buttons at the bottom right.

2. Specify a name for this user group.
3. Specify a number for this user group.
4. To add members to this user group, click **Add**.

The **Configure Members** screen displays.

The 'Configure Members' dialog box has a blue title bar. It contains the following fields and controls:

- 'Specify the users who join this group:' followed by a list box.
- The list box contains:
  - ☒ All Members
  - ☐ John Smith (100)
  - ☐ Jane Smith (101)
  - ☐ Receptionist (105)
- 'OK' and 'Cancel' buttons at the bottom right.

5. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.

6. Select how the system should ring the members in the group from the following drop down list:
  - Simultaneous
  - Circular
  - Round Robin
7. Select the ring time (3-30 seconds).
8. Select the users who the call should be forwarded to from the drop down list.
9. Click **OK** to save the settings.



## 4.5 Voicemail to E-mail Forwarding

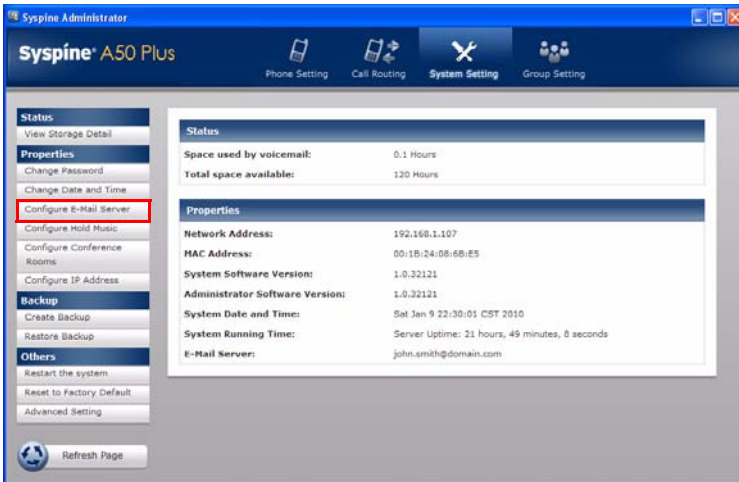
Voicemail to Email is an extension of the voicemail service providing another point of access for messages. When enabled, voicemail to email sends an alert email to the target user including a WAV file attachment containing the recorded voicemail message.

This function is especially useful for mobile users with no access to Syspine A50 Plus' regular voicemail service.

### 4.5.1 Configuring E-mail Server Information

To configure the E-mail server and user account, perform the following steps:

1. Log into Syspine A50 Plus, see *Logging on to The Syspine A50 Plus* on page 30.
2. On the System Setting tab, click Configure email Server in the Properties panel.



The **Configure Email Server** screen displays.

**Configure E-mail Server**

Enter information that the e-mail server should use when sending voice messages as e-mail attachment.  
Note that you must also configure an user's voicemail setting for that user to receive voicemail in e-mail.

☒ Allow sending voicemail in e-mail

**Server Information**

Outgoing e-mail server (SMTP): \_\_\_\_\_

Server port number:

☐ This server require a secure connection (SSL)

**Sender and Logon Information**

E-mail address: \_\_\_\_\_

User name: \_\_\_\_\_

Password: \_\_\_\_\_

Confirm password: \_\_\_\_\_

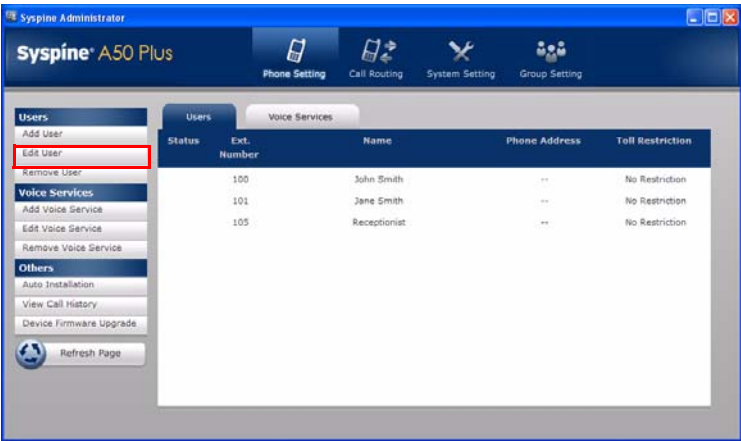
OK Cancel

3. Check the box beside **Allow sending voicemail in email**.
4. In the **Server Information** section, enter the Outgoing email server (SMTP) information, enter in the server port number (default is 25), and put a check mark if the email server requires a secure connection (SSL).
5. In the **Sender and Logon Information** section, enter in the email address the emails will be sent from, the User name/password, and re-enter the password for confirmation. Click **OK** to save the settings.

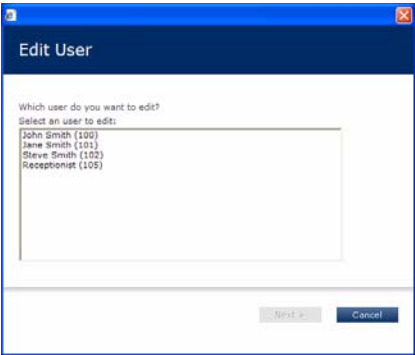
### 4.5.2 Configuring User Information

**NOTE:** At least one user must be added before configuring Email user information. See “Adding Users” on page 72.

- 1. On the **Phone Setting** tab, click **Edit User** in the **User** panel.




The **Edit User** screen displays.



- 2. Select the user from the list. Click **Next**.

3. In the **Voicemail** section under the **Advanced** tab, put a check mark next to **Voicemail** and **Retrieve messages as attachment to email**.



**Edit User**

User | Call Forwarding | **Advanced**

**Toll Restriction**

☒ No Restriction  
☐ Assign Custom Dialing Privileges  
☐ Local  
☐ Operator/International  
☐ Special

**Voicemail**

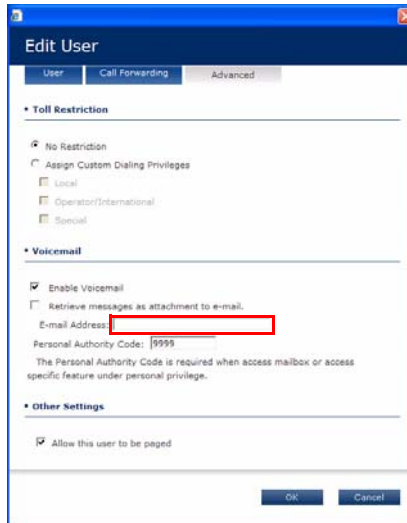
☒ Enable Voicemail  
☒ Retrieve messages as attachment to e-mail.  
 E-mail Address:   
 Personal Authority Code:   
 The Personal Authority Code is required when access mailbox or access specific feature under personal privilege.

**Other Settings**

☒ Allow this user to be paged

OK Cancel

4. Enter the user **Email address** and click **OK** to save user settings.



**Edit User**

User | Call Forwarding | **Advanced**

**Toll Restriction**

☒ No Restriction  
☐ Assign Custom Dialing Privileges  
☐ Local  
☐ Operator/International  
☐ Special

**Voicemail**

☒ Enable Voicemail  
☒ Retrieve messages as attachment to e-mail.  
 E-mail Address:   
 Personal Authority Code:   
 The Personal Authority Code is required when access mailbox or access specific feature under personal privilege.

**Other Settings**

☒ Allow this user to be paged

OK Cancel

#### **4.5.2.1    TESTING THE VOICEMAIL TO E-MAIL SERVICE**

Once the configuration is complete, perform this simple test to confirm voicemail to email connection:

**NOTE:** The test user does not need to be assigned to a phone.

1. Leave a test voicemail for the created user (see *Leaving Voicemail* on page 48).
2. From the **Phone Setting** tab, click **View Call History** under the **Others** panel.
  - If an event similar to the examples shown at Troubleshooting on page 153., the test failed and voicemail to email is incorrectly set up.
  - If no event is logged, the test is successful and voicemail to Email is correctly setup.
3. Wait an appropriate amount of time for the Email to be delivered to the destination Email address.

**NOTE:** Timeline to receive Email varies depending on the performance of the mail system in use.

4. Launch the test user's Email program. Check that the Email was received and that it has an attachment (WAV file).
5. Double click the attachment (WAV file) to listen to the voicemail.



# Administrator Software Configuration

This chapter contains information on administrator software configuration of the Syspine A50 Plus using the Syspine A50 Plus. Topics include adding users, configuring call routing, configuring hold music, and restarting the system.

For more information on Syspine Module configuration, see the Service Manual and Security Gateway User's Manual.

## Terms used in this chapter:

- **ATA**—Analogue Telephone Adapter (ATA) is a device used to connect one or more standard analog telephones to a digital and/or non-standard telephone system network.
- **URL**—Uniform Resource Locator (URL) is a global identifier of network-retrievable documents and in the scope of this User's Manual represents a World Wide Web address.

## 5.1 Syspine A50 Plus

This section contains information on the basic functionality available when using the Syspine A50 Plus. Syspine A50 Plus provides the management tools for the Syspine A50 Plus including many features available in standard PBX systems. The Syspine A50 Plus also provides effective management of hardware and user access.

**IMPORTANT!** Access to the Syspine A50 Plus should be restricted to the system administrators only.

To begin using the Syspine A50 Plus, perform the following steps:

1. Go to **Start→ All Programs→ Syspine A50 Plus** to launch Syspine A50 Plus.



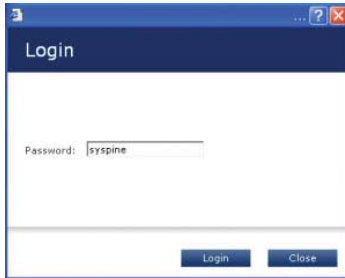
2. Select the desired Syspine A50 Plus. If the software does not automatically detect the Syspine A50 Plus system, you can manually enter the IP address by clicking on the yellow directional arrow and enter the IP address in the designated field.



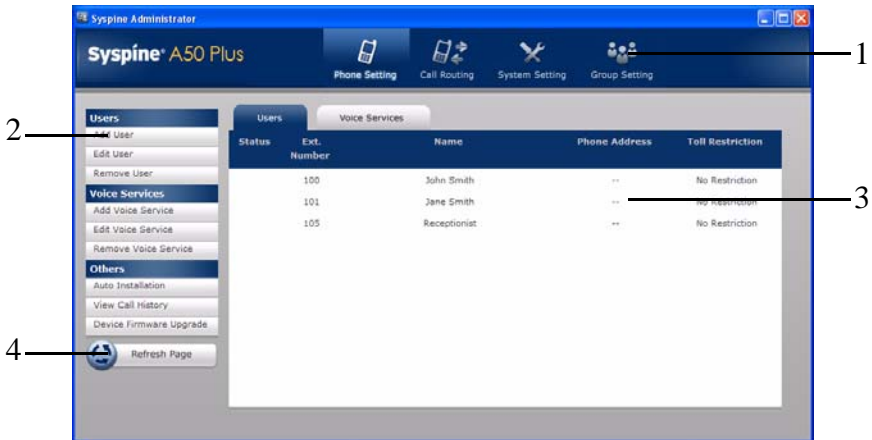
3. Click **Connect**.

**NOTE:** The detection process can take a few seconds. If the required Syspine A50 Plus is not present, see *Troubleshooting* on page 153.

Once connection is established, a password prompt displays.



4. Enter the default password **syspine** (all lower case) and click **Login**.The main **Syspine A50 Plus** screen displays.



The Administrator screen is composed of the following areas:

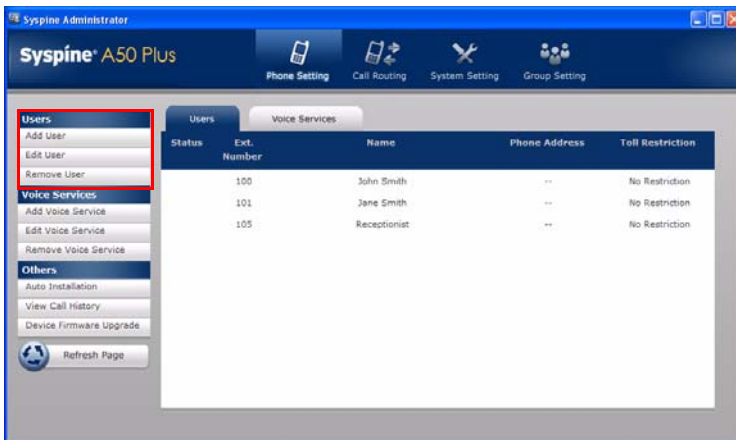
- 1. **Navigation tabs**—shows configuration options of the selected tab.
- 2. **Task panel**—shows a list of tasks.
- 3. **Summary panel**—shows a brief summary of configured items.
- 4. **Refresh Page**—refreshes the page to show the latest changes.

## 5.2 The Phone Setting Tab

The Phone Setting tab provides access to various tasks such as adding users to the system and configuring voice services. There is also a brief summary panel showing added phones, users, and services.

### 5.2.1 Using the User Menu

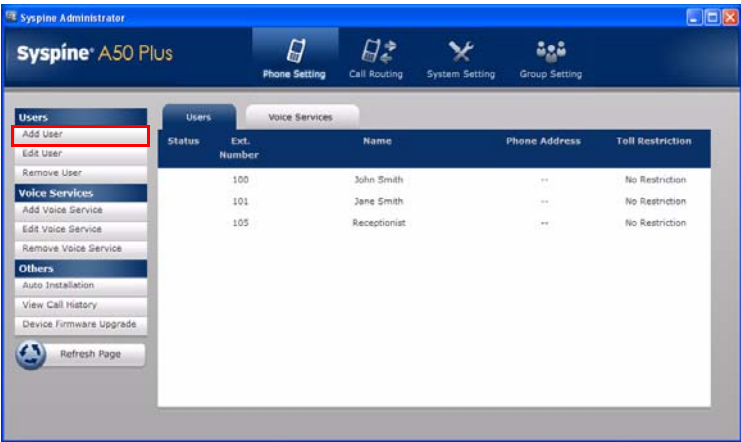
The User menu in the task panel is used to add users, edit users, and delete users that are no longer required.



#### 5.2.1.1 ADDING USERS

1. Go to **Start**→ **All Programs**→ **Syspine A50 Plus** to launch the soft-ware if it is not already running.

2. Click the **Phone Setting** tab. In the **User** panel, click **Add User**.



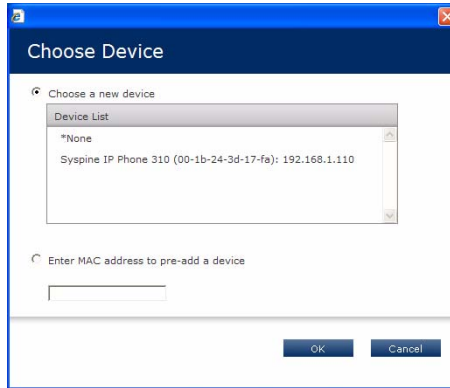
The **Add User** screen displays. The default tab is the **User** tab.

The 'Add User' screen displays the 'User' tab. It contains the following sections and fields:

- User Account**
  - Display Name:
  - Extension Number:
- Device**
  - Device Associated:
  -

At the bottom of the screen are 'OK' and 'Cancel' buttons.

3. In the **User Account** section under the **User** tab, enter in the **Display Name** (this name will display on the phone) and select an extension number from the drop down list of available extensions (100-399).
4. In the **Device** section, click on **Add Device**.  
The **Choose Device** screen displays.



5. You have the option to either select a device from a list of detected devices or enter a MAC address to pre-add a device that is not yet connected. Click **OK** to save your changes.

6. Click the **Call Forwarding** tab to display the following screen.

The screenshot shows a window titled "Add User" with three tabs: "User", "Call Forwarding", and "Advanced". The "Call Forwarding" tab is selected. Under the heading "▪ If no one answers the call to this user", there are two dropdown menus. The first is labeled "Within:" and is set to "15 seconds". The second is labeled "Do the following:" and is set to "Go to voicemail 102". At the bottom right of the window are "OK" and "Cancel" buttons.

7. Set Call Forwarding behavior as desired.
- **Within**—set the ring time before call forwarding takes over(0-60 seconds).
  - **Do the following**—specify how the call is forwarded and to whom using the **Forward to:** go to voicemail 101, forward to another internal user, forward to an User Group, forward to an external phone number, forward to auto attendant.

8. Click the **Advanced** tab to display the following screen.

The screenshot shows the 'Add User' dialog box with the 'Advanced' tab selected. The dialog has three tabs: 'User', 'Call Forwarding', and 'Advanced'. The 'Advanced' tab contains the following sections:

- Toll Restriction**:
  - ☒ No Restriction
  - ☐ Assign Custom Dialing Privileges
    - ☐ Local
    - ☐ Operator/International
    - ☐ Special
- Voicemail**:
  - ☒ Enable Voicemail
  - ☐ Retrieve messages as attachment to e-mail.
  - E-mail Address:
  - Personal Authority Code:
  - The Personal Authority Code is required when access mailbox or access specific feature under personal privilege.
- Other Settings**:
  - ☒ Allow this user to be paged

At the bottom right are 'OK' and 'Cancel' buttons.

9. Set **Toll Restrictions** as desired.

- **No Restriction**—gives the user full dialing privileges.
- **Assign Custom Dialing Privileges**—apply dialing privileges (local, opera-tor/international, special).

10. Set **Voicemail** as desired.

**Enable Voicemail**—turns on voicemail for the user.

**Retrieve messages as attachment to email**—turns on email alerts when voicemail is received.

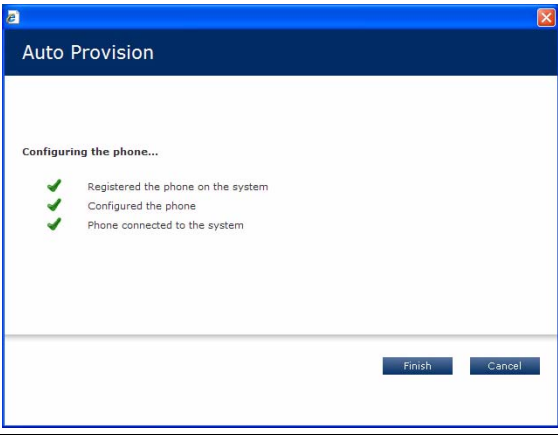
**Personal Authority Code**—set the security code for voicemail.

11. Set **Other Settings** as desired.

- Check the following box in order to allow this user to be paged.

12. Click **OK** to save all changes.

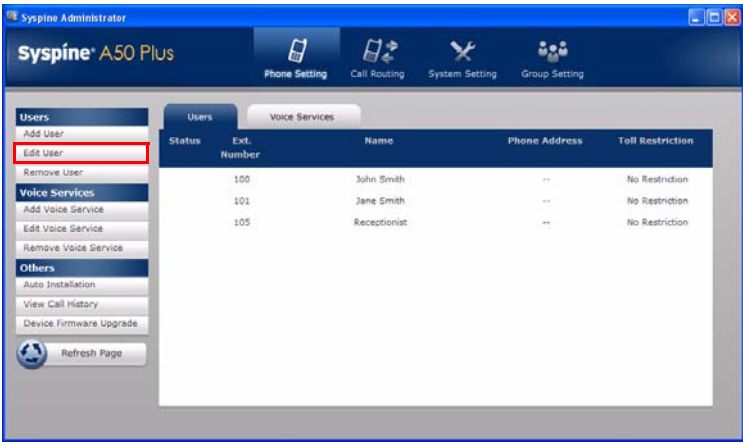
13. The Syspine A50 Plus will then register the phone to the system, configure the phone, and connect it to the system. Click **Finish** to complete the process.



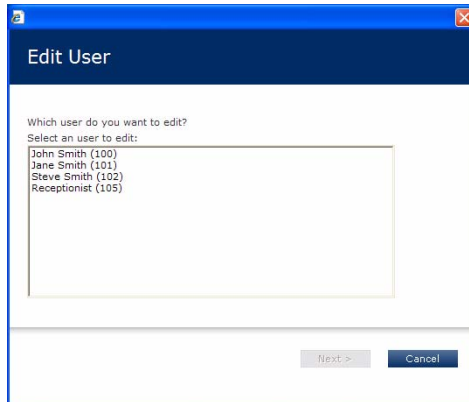
**5.2.1.2    *EDITING USERS***

To edit an existing user, perform the following steps:

1. Click the **Phone Setting** tab. In the **User** panel, click **Edit User**.

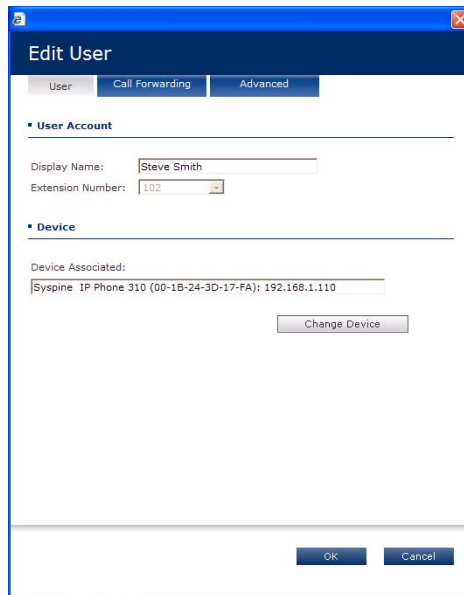


The **Edit User** screen displays.



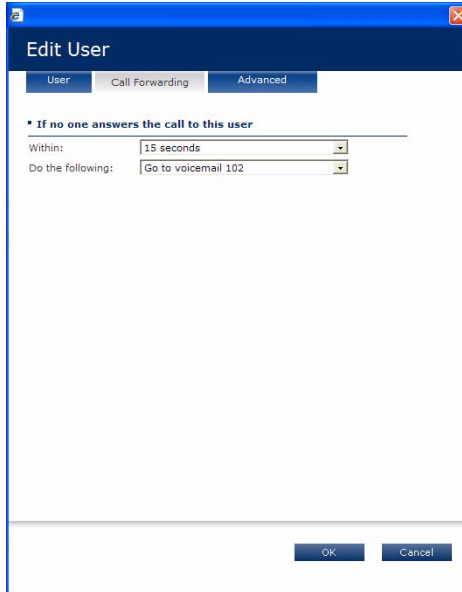
2. Select the required phone and click **Next**.

The **Edit User** screen displays. The default tab is **User**.





3. In the **User Account** section under the **User** tab, edit the **Display Name** (this name will display on the phone).
4. In the **Device** section, click on **Add Device**.  
The **Choose Device** screen displays.
5. Click the **Call Forwarding** tab to display the following screen.



The screenshot shows a window titled "Edit User" with three tabs: "User", "Call Forwarding", and "Advanced". The "Call Forwarding" tab is selected. Below the tabs, there is a section titled "If no one answers the call to this user". This section contains two dropdown menus: "Within:" set to "15 seconds" and "Do the following:" set to "Go to voicemail 102". At the bottom of the window are "OK" and "Cancel" buttons.

6. Set Call Forwarding behavior as desired.
  - **Within**—set the ring time before call forwarding takes over(0-60 seconds).
  - **Do the following**—specify how the call is forwarded and to whom using the Forward to: go to voicemail 101, forward to another internal user, forward to an User Group, forward to an external phone number, forward to auto attendant.

7. Click the **Advanced** tab to display the following screen.

The screenshot shows the 'Edit User' dialog box with the 'Advanced' tab selected. The dialog has three tabs: 'User', 'Call Forwarding', and 'Advanced'. The 'Advanced' tab contains three sections: 'Toll Restriction', 'Voicemail', and 'Other Settings'. In the 'Toll Restriction' section, 'No Restriction' is selected. In the 'Voicemail' section, 'Enable Voicemail' is checked, and 'Retrieve messages as attachment to e-mail.' is unchecked. The 'E-mail Address' field is empty, and the 'Personal Authority Code' field contains '9999'. In the 'Other Settings' section, 'Allow this user to be paged' is checked. At the bottom are 'OK' and 'Cancel' buttons.

**Edit User**

User Call Forwarding **Advanced**

▪ **Toll Restriction**

☒ No Restriction  
☐ Assign Custom Dialing Privileges  
     ☐ Local  
     ☐ Operator/International  
     ☐ Special

▪ **Voicemail**

☒ Enable Voicemail  
☐ Retrieve messages as attachment to e-mail.  
 E-mail Address:   
 Personal Authority Code:   
The Personal Authority Code is required when access mailbox or access specific feature under personal privilege.

▪ **Other Settings**

☒ Allow this user to be paged

OK Cancel

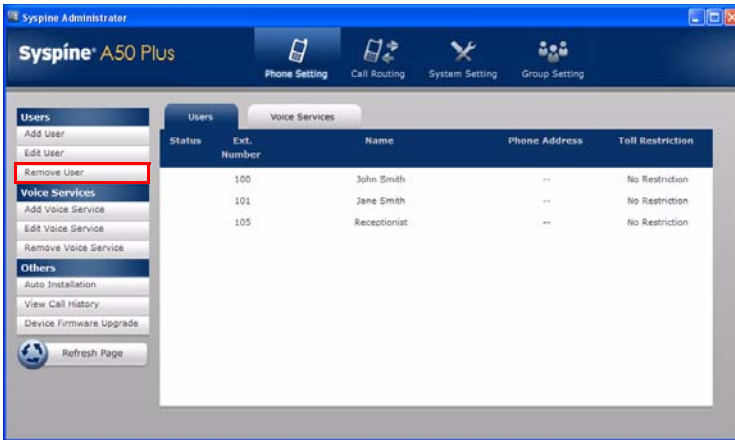
8. Set **Toll Restrictions** as desired.
- **No Restriction**—gives the user full dialing privileges.
  - **Assign Custom Dialing Privileges**—apply dialing privileges (local, opera-tor/international, special).
9. Set **Voicemail** as desired.
- **Enable Voicemail**—turns on voicemail for the user.
  - **Retrieve messages as attachment to email**—turns on email alerts when voicemail is received.
  - **Personal Authority Code**—set the security code for voicemail.
10. Set **Other Settings** as desired.
- Check the following box in order to allow this user to be paged.
11. Click **OK** to save all changes.

### 5.2.1.3 **REMOVING A USER**

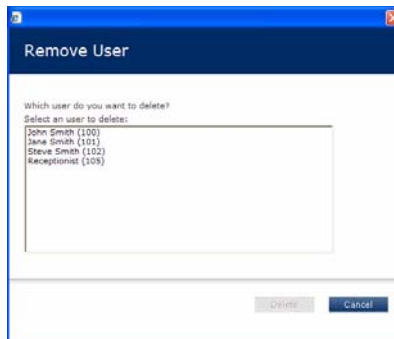
To remove an existing user, perform the following steps:

**NOTE:** Removing a user deletes them permanently from the Syspine A50 Plus.

1. In **Phone Setting**→**User** click **Remove User**.



The **Remove User** screen displays.

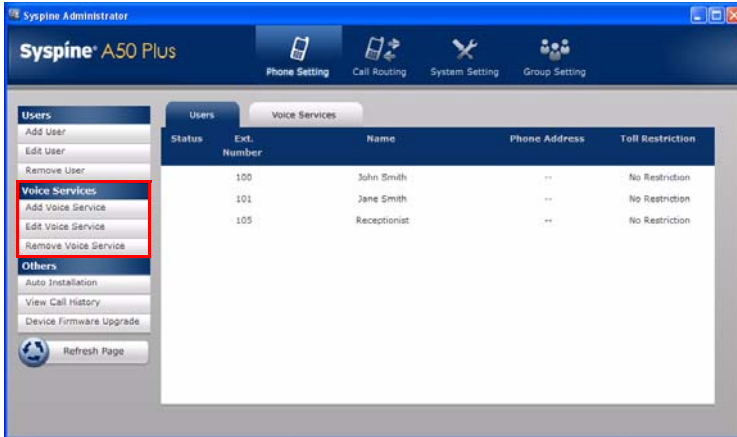


2. Select the user to remove from the list and click **Delete**.

**NOTE:** Operators cannot be deleted from the system. To delete an Operator you must change the Operator settings.

### 5.2.2 Using the Voice Services Menu

The Voice Services menu in the task panel is used to add voice services, edit existing voice services, remove voice services no longer required, and check phone line status.



The Voice Services menu tree in the summary panel shows all available modules and ports associated with them. The administrator can check module and line status using this panel.

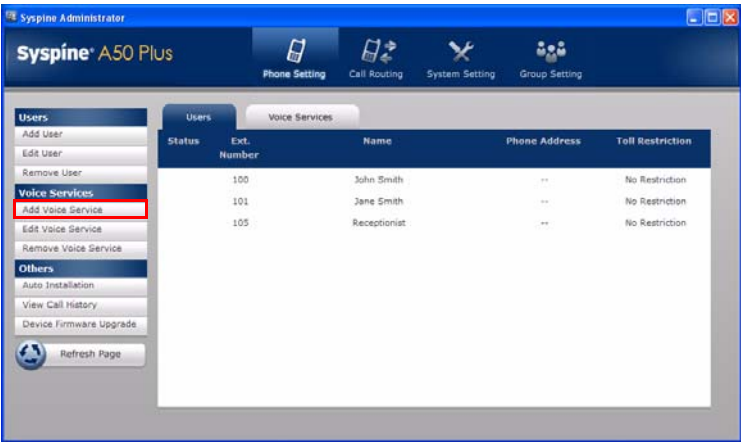
Syspine A50 Plus supports Plug and Play connection to traditional analog voice services through the built in ATA modules or VoIP connected through the Inter-net, each requiring no extra hardware.

#### 5.2.2.1 ADDING VOIP VOICE SERVICES

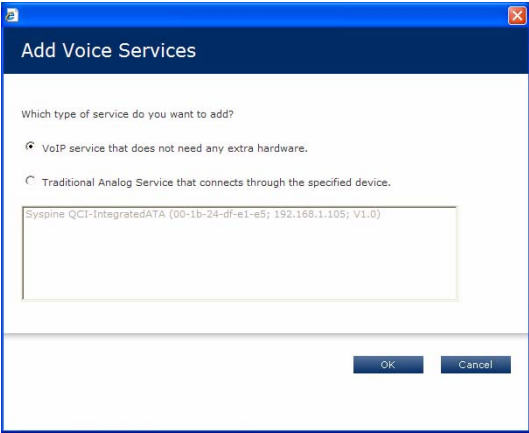
**IMPORTANT!** Not all VoIP service providers provide access to 911 emergency services. Check the service provider documentation to determine whether 911 dialing is supported.

To add a new VoIP voice service, perform the following steps:

3. In **Phone Setting**→ **Voice Services** click **Add Voice Services**.

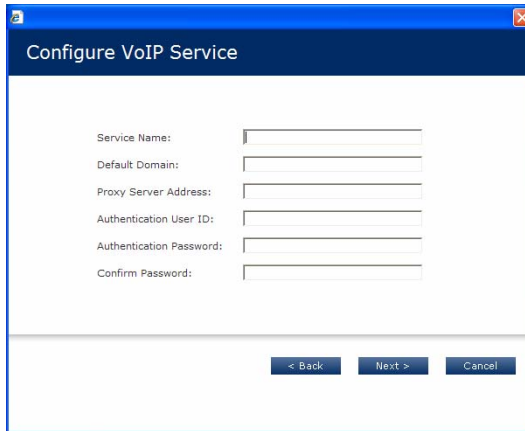


The **Add Voice Services** screen displays.



4. Select **VoIP service that does not need any extra hardware** and click **OK**.

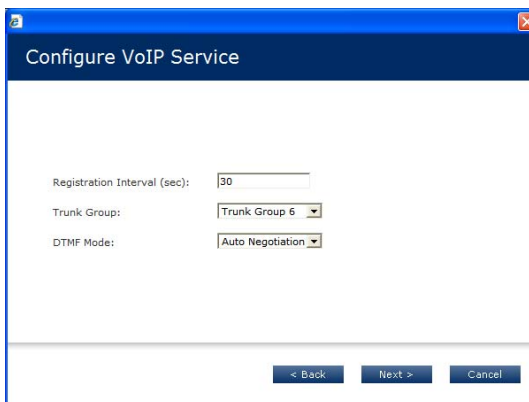
The **Configure VoIP Service** screen displays.



5. Enter in the appropriate fields (Service Name, Default Domain, Proxy Server Address, Authentication User ID, Authentication Password, Confirmation Password).

6. Click **Next**.

The **Configure VoIP Service** screen displays.



7. Enter in the appropriate fields (Registration Interval (sec), Trunk Group, and DTMF Mode).
8. Click **Next**.

The **DID (Direct Inward Dial) Number setting** screen displays.

The screenshot shows a window titled "DID (Direct Inward Dial) Number setting". Below the title bar, a message states: "Call to DID number will go directly to the assigned user." Below this message is a table with two columns: "Number" and "Assigned User". The table is currently empty. To the right of the table are four buttons: "Add", "Edit", "Remove", and "Remove All". At the bottom of the window are three buttons: "< Back", "Finish", and "Cancel".

Direct-Inward-Dial (DID) routes specific numbers directly to an internal user, in a similar way to the **Bypass Operator** feature.

9. Click **Add** to setup DID to a specific number and enter the desired number on the following screen.

The screenshot shows a window titled "Add DID Number". Below the title bar, a message states: "Specify the phone number and whether it is a DID number." Below this message are two input fields: "DID Phone Number:" followed by a text input box, and "Call go directly to:" followed by a dropdown menu. At the bottom of the window are two buttons: "OK" and "Cancel".

10. Enter the DID Phone Number and select the user to receive the DID number from the drop down list.

**NOTE:** Phone numbers not configured for direct dial or listed here are automatically routed to the operator or Auto Attendant.

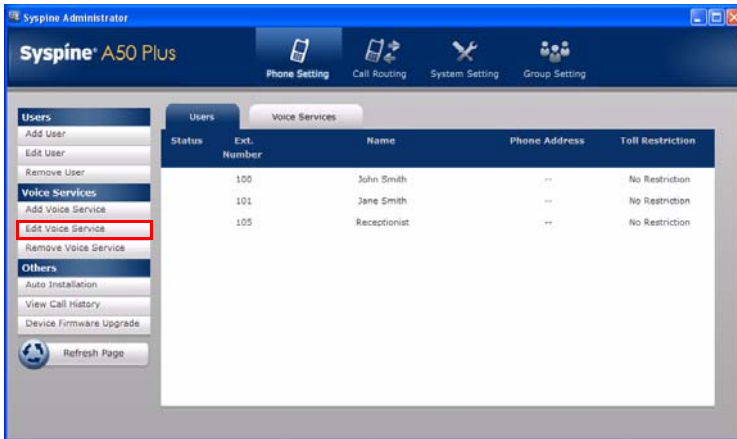
11. Click **Finish** to save the changes made.

Check that the VoIP voice service is added to the services list.

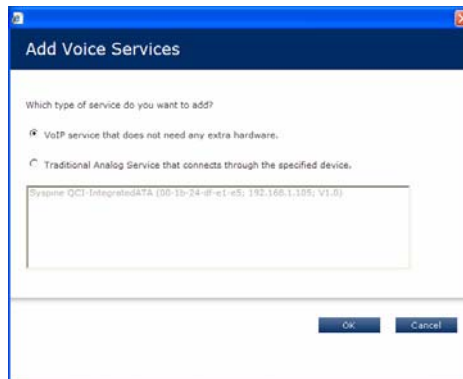
### **5.2.2.2     ADDING ANALOG VOICE SERVICES**

To edit an existing voice service, perform the following steps:

1. In **Phone Setting**→**Voice Services** click **Edit Voice Service**.



The **Add Voice Services** screen displays.





2. Select the analog service to modify and click **OK**.  
The **Configure Analog Service** screen displays.

**Configure Analog Service**

☒ Activate this voice service

Analog name:

Trunk Group:

Port	Trunk Number	Call Control
1	<input type="text" value="704"/>	<input type="text" value="2 Ways"/>
2	<input type="text" value="705"/>	<input type="text" value="2 Ways"/>
3	<input type="text" value="706"/>	<input type="text" value="2 Ways"/>
4	<input type="text" value="707"/>	<input type="text" value="2 Ways"/>

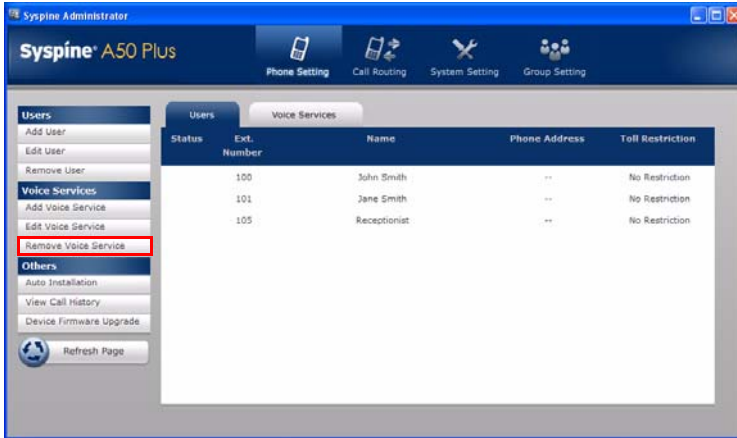
< Back   Finish   Cancel

3. Edit the Analog Service as desired.
- **Activate this voice service**—check this box to activate this voice service.
  - **Analog name**—set the name of the service.
  - **Trunk Group**—choose the Trunk Group from the drop down list.
  - **Port/Trunk Number/Call Control**—set the Trunk extension number for each port and designate the calling privileges (2-way calling or Incoming calls only).
4. Click **Finish** to save the settings.

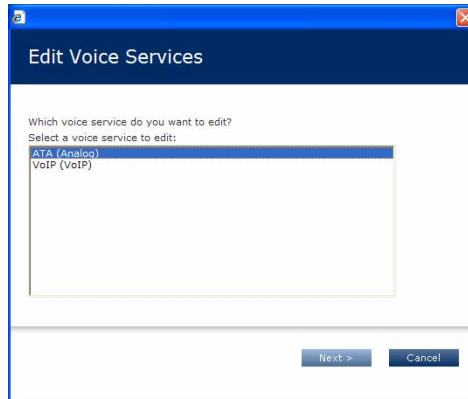
### 5.2.2.3 EDITING VOIP VOICE SERVICES

To edit an existing VoIP voice service, perform the following steps:

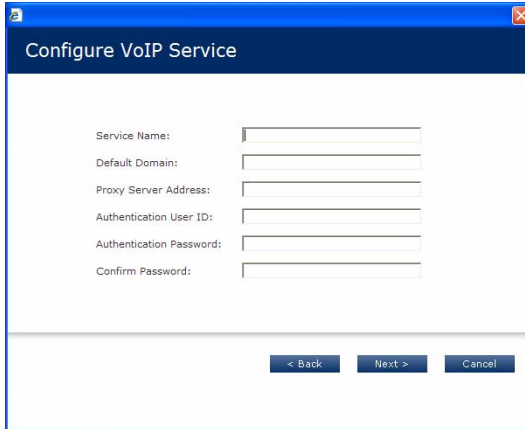
1. In **Phone Setting**→**Voice Services** click **Edit Voice Service**.



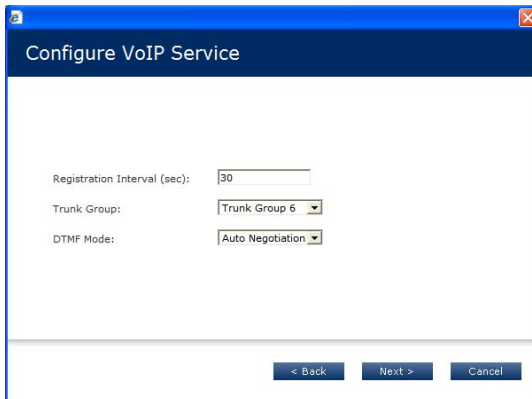
The **Edit Voice Services** screen displays.



2. Select the VoIP service to modify and click **OK**.  
The **Configure VoIP Service** screen displays.



3. Make changes to the appropriate fields (Service Name, Default Domain, Proxy Server Address, Authentication User ID, Authentication Password, Confirmation Password).
4. Click **Next**.  
The **Configure VoIP Service** screen displays.



5. Make changes to the appropriate fields (Registration Interval (sec), Trunk Group, and DTMF Mode).
6. Click **Next**.

The **DID (Direct Inward Dial) Number setting** screen displays.

DID (Direct Inward Dial) Number setting

Call to DID number will go directly to the assigned user.

Number	Assigned User

Add Edit Remove Remove All

< Back Finish Cancel

Direct-Inward-Dial (DID) routes specific numbers directly to an internal user, in a similar way to the Bypass Operator feature.

7. Click **Add** to setup DID to a specific number and enter the desired number on the following screen.

Add DID Number

Specify the phone number and whether it is a DID number.

DID Phone Number:

Call go directly to:

OK Cancel

8. Enter the DID Phone Number and select the user to receive the DID number from the drop down list.

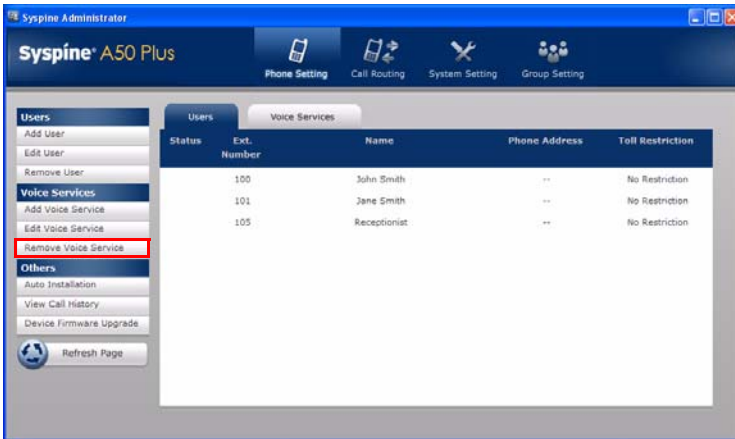
**NOTE:** Phone numbers not configured for direct dial or listed here are automatically routed to the operator or Auto Attendant.

9. Click **Finish** to save the changes made.

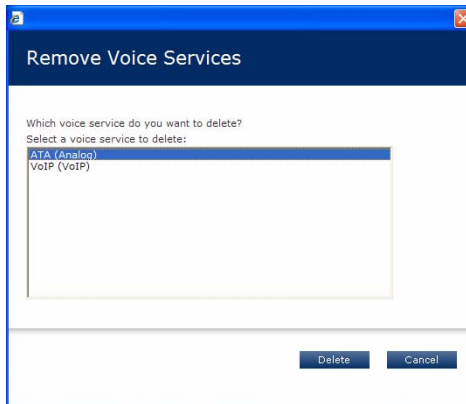
#### 5.2.2.4 **REMOVING VOICE SERVICES**

To remove an existing voice service, perform the following steps:

1. In **Phone Setting**→ **Voice Services** click **Remove Voice Service**.



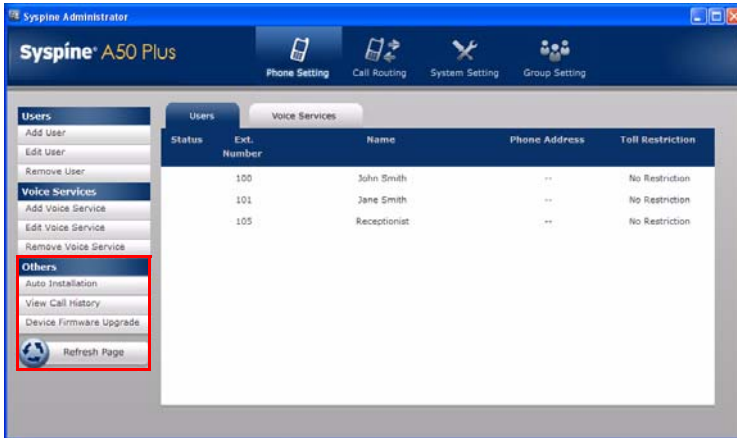
2. The **Remove Voice Services** screen displays.



3. Select the voice service to remove from the list and click **Delete**.

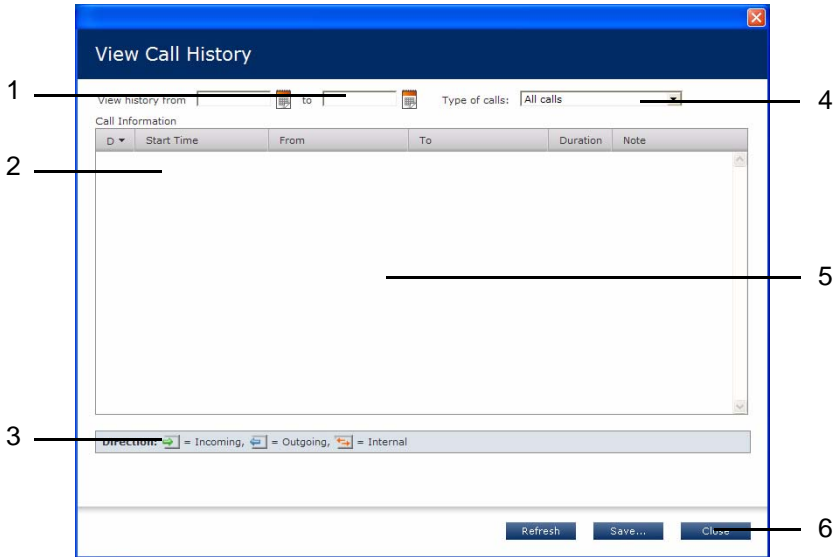
### 5.2.3 Using the Others Menu

The **Others** menu in the task panel is used to run an automatic installation, view detailed call history, upgrade device firmware, and refresh the Administrator main page to display setting changes.



### 5.2.3.1 **VIEWING CALL HISTORY**

The **Call History** screen enables the administrator to view all system call activity, whether incoming, outgoing, and internal.



The Call History screen is composed of the following areas:

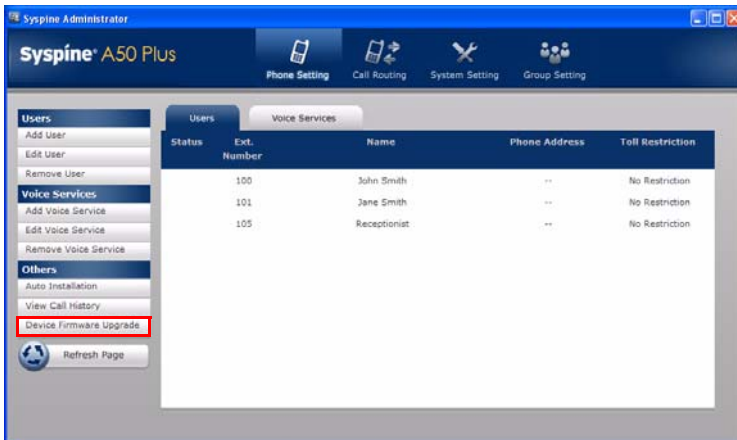
- 1. Interval From/To**—filter the Call History by time scale, call type, and user.
- 2. Call Direction**—indicates whether calls were incoming or outgoing.
- 3. Legend panel**—describes the symbols used in the interface.
- 4. Type of calls**—filter Call History by type of call.
- 5. Call History list**—view detailed call information.
- 6. Actions**—Refresh, Save, and Close buttons:
  - Refresh the screen to update with the latest information.
  - Save the current Call History to a .csv file.
  - Close Call History.

### 5.2.3.2 UPGRADING DEVICE FIRMWARE

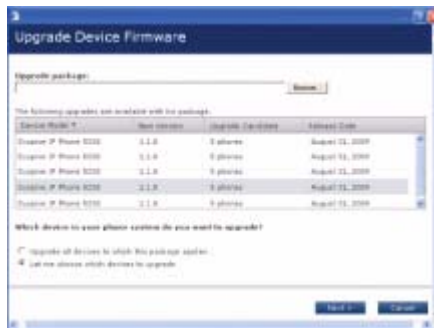
From time-to-time, new firmware becomes available to correct reported bugs or enhance functionality. These firmware files can be downloaded from [www.sypspine.com](http://www.sypspine.com) and placed on the administrator's PC ready for installation to the system.

To upgrade a Syspine A50 Plus module, perform the following steps:

1. Click **Device Firmware Upgrade**.

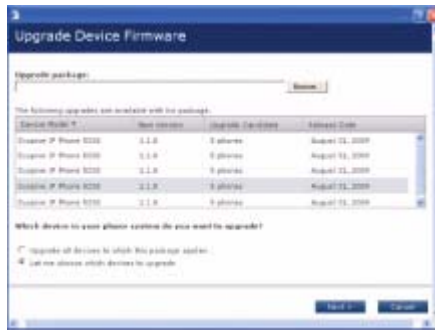


2. The **Upgrade Device Firmware** screen displays.





3. Click **Browse** to locate the desired upgrade package.  
The screen refreshes with all the available upgrades associated with the **.rpu** file and the number of devices to which the upgrades apply.
  4. Select the desired upgrade method:
    - Upgrade all devices to which this package applies—the recommended upgrade method. Automatically selects and applies all appropriate upgrades in the selected **.rpu** release.
    - Let me choose which devices to upgrade—select the devices to upgrade manually.
  5. Click **Next**.
    - The **Warnings and confirmation** screen displays. The screen displays a list of devices that require upgrades.
- IMPORTANT!** Read the warnings displayed in the list before continuing.
6. Click **Upgrade** to start the upgrade process.  
The **Upgrade device firmware** screen displays.

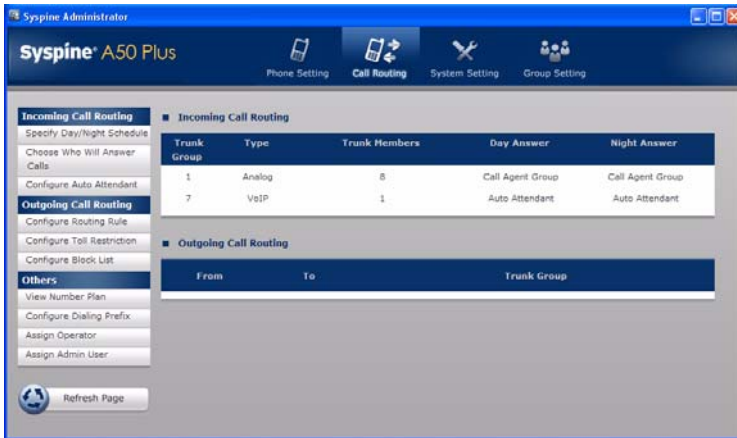


The screen shows the progress of all upgrades dynamically. When the upgrades are complete, the following message displays.

7. Click **OK** to re-display the **Upgrade device firmware** screen. All the selected devices show a green check when upgrades have completed successfully.
- NOTE:** After upgrading modules, Syspine A50 Plus displays a prompt to create a new system backup.
8. Click **Yes** to perform a backup, or click **No** to backup the system later.

## 5.3 The Call Routing Tab

The Call Routing tab is used to determine how incoming calls are handled when they enter the Syspine Phone System. Choose how calls are answered and configure Auto Attendant properties using this tab. There is also a brief summary panel showing the incoming/outgoing call routing.



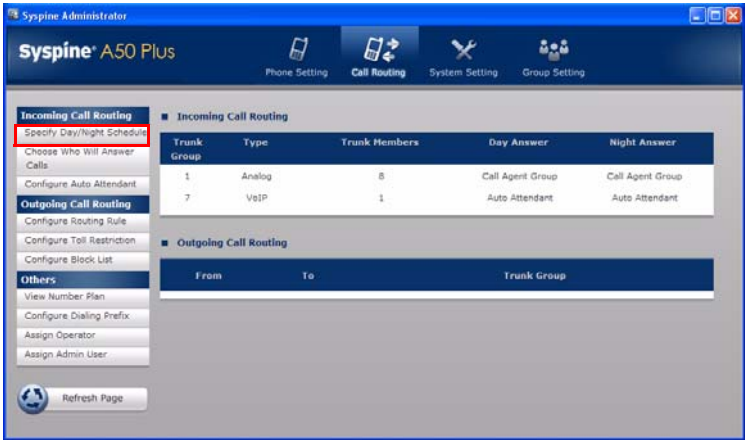
### 5.3.1 Configuring Incoming Call Routing

The Syspine A50 Plus provides several options for configuring an incoming call routing plan for a new phone system.

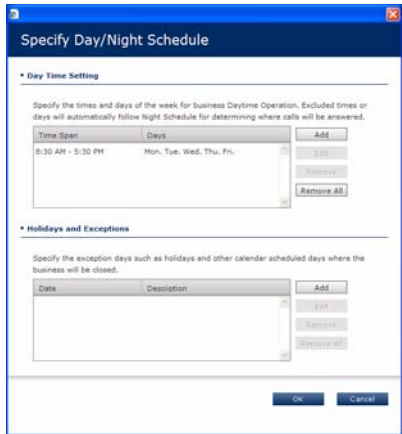
#### 5.3.1.1 CONFIGURING DAY/NIGHT SCHEDULE

To add, edit, or remove a day time schedule, holiday, or exception, perform the following steps to launch the Specify Day/Night Schedule screen:

1. Click **Specify Day/Night Schedule** in the **Incoming Call Routing** panel.



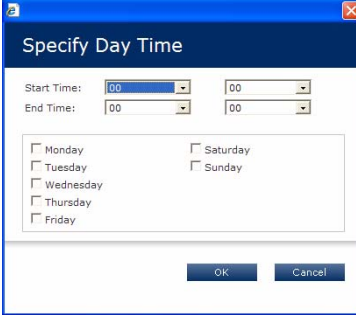
The **Specify Day/Night Schedule** screen displays.



### 5.3.1.2     CREATING A DAY/NIGHT SCHEDULE

**NOTE:** The default day time settings are 8:30 AM to 5:30 PM on Monday, Tuesday, Wednesday, Thursday, and Friday. Any other period that is not defined will be treated as night time.

1. Click **Add** in the **Day Time Schedule** section.  
The **Specify Day Time** screen displays.



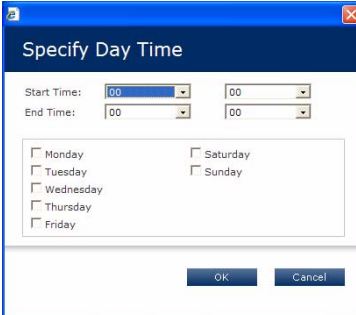
The **Specify Day Time** dialog box is shown. It has a title bar with a close button. The main area contains two time selection fields: **Start Time:** and **End Time:**, each with a dropdown menu showing '00'. Below these are seven checkboxes for the days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. At the bottom are **OK** and **Cancel** buttons.

2. Enter in the Start Time, End Time, and the days of the week you want the schedule to apply to.
3. Click **OK** to create the schedule.

**NOTE:** To confirm that the schedule has been saved, it should be on the Day Time Schedule list in the **Specify Day/Night Schedule** screen.

#### **5.3.1.3 EDITING A DAY/NIGHT SCHEDULE**

1. Select a schedule in the **Day Time Schedule** section list and click **Edit**.  
The **Specify Day Time** screen displays.



The **Specify Day Time** dialog box is shown. It has a title bar with a close button. The main area contains two time selection fields: **Start Time:** and **End Time:**, each with a dropdown menu showing '00'. Below these are seven checkboxes for the days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. At the bottom are **OK** and **Cancel** buttons.

2. Modify the Start Time, End Time, and the days of the week you want the schedule to apply to.

3. Click **OK** to save the schedule.

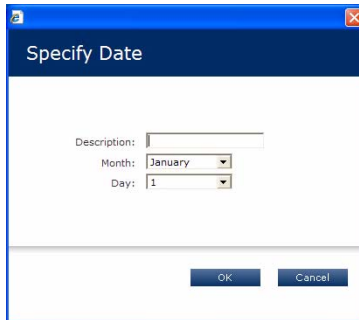
**NOTE:** To confirm that the schedule has been saved, it should be on the Day Time Schedule list in the **Specify Day/Night Schedule** screen.

#### **5.3.1.4 REMOVING DAY/NIGHT SCHEDULES**

1. Select the schedule you want to remove in the **Day Time Schedule** section list and click **Remove**.
2. To remove all day time schedules, click **Remove All**.

#### **5.3.1.5 CREATING HOLIDAYS AND EXCEPTIONS**

1. Click **Add** in the **Holiday and Exceptions** section.  
The **Specify Date** screen displays.



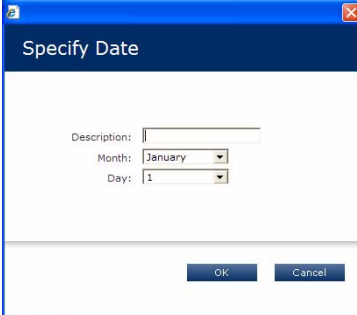
The image shows a 'Specify Date' dialog box. It contains a text field for 'Description:', a dropdown for 'Month:' (currently showing 'January'), and a dropdown for 'Day:' (currently showing '1'). At the bottom right, there are 'OK' and 'Cancel' buttons.

2. Enter in the description, month, and the day of the holiday or exception.
3. Click **OK** to create the holiday or exception.

**NOTE:** To confirm that the holiday or exception has been saved, it should be on the Holiday and Exceptions list in the **Specify Day/Night Schedule** screen.

### **5.3.1.6**    **EDITING A HOLIDAY OR EXCEPTION**

1. Click **Edit** in the **Holiday and Exceptions** section.  
The **Specify Date** screen displays.



The image shows a 'Specify Date' dialog box with a blue title bar and a close button in the top right corner. The dialog contains three input fields: 'Description:' with a text box, 'Month:' with a dropdown menu showing 'January', and 'Day:' with a dropdown menu showing '1'. At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

2. Modify the description, month, and the day of the holiday or exception.
3. Click **OK** to save the holiday or exception.

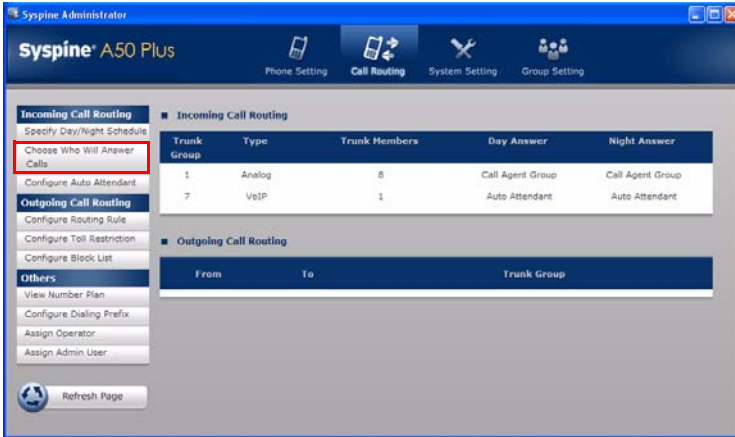
**NOTE:** To confirm that the holiday or exception has been saved, it should be on the Holiday and Exceptions list in the Specify Day/Night Schedule screen.

### **5.3.1.7**    **REMOVING A HOLIDAY OR EXCEPTION**

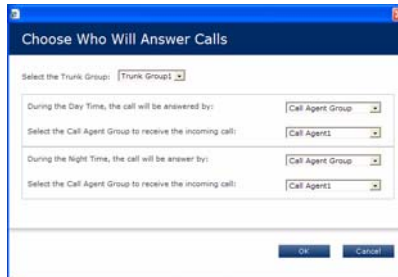
1. Select the schedule you want to remove in the **Holiday and Exceptions** section list and click **Remove**.
2. To remove all holidays and exceptions, click **Remove All**.

### 5.3.1.8 CHOOSE WHO WILL ANSWER CALLS

1. Click **Choose Who Will Answer Calls** in the **Incoming Call Routing** panel.



The **Choose Who Will Answer Calls** screen displays.

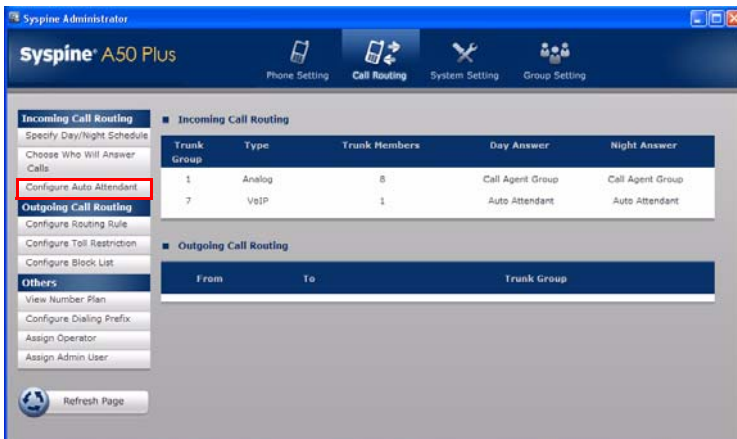


2. Select the Trunk Group you want to edit from the drop down list.
3. Select who will answer Day Time calls from the drop down list from:
  - Auto Attendant
  - Operator
  - User Group
  - Call Agent Group

4. If Call Agent Group is selected, select the Call Agent Group that should receive incoming calls.
5. Select who will answer Night Time calls from the drop down list from:
  - Auto Attendant
  - Operator
  - User Group
  - Call Agent Group
6. If Call Agent Group is selected, select the Call Agent Group that should receive incoming calls.
7. Click **OK** to save the settings.

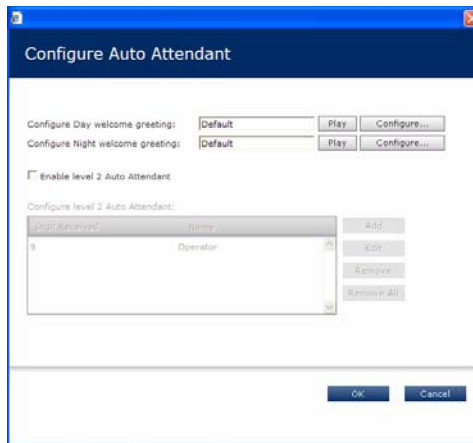
### **5.3.1.9    CONFIGURE AUTO ATTENDANT**

1. Click **Configure Auto Attendant** in the **Incoming Call Routing** panel.



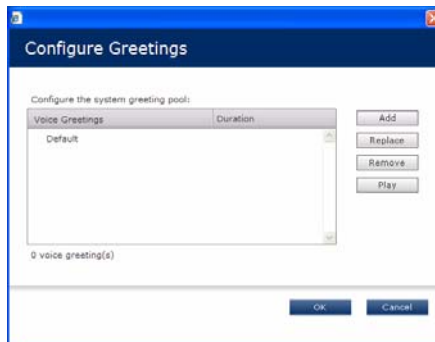


The **Configure Auto Attendant** screen displays.



2. To manage the Day/Night welcome greeting recording, click **Configure** for the appropriate greeting.

The **Configure Greetings** screen displays.



3. To add a greeting, click **Add**.

The **Upload Sound File** screen displays.



**NOTE:** The sound file must be a .wav file format and cannot exceed 2MB in size.

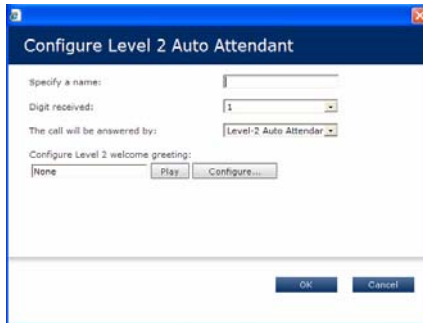
4. Click **Browse** to locate the desired sound file.
5. Click **Upload** to upload the sound file to the Syspine A50 Plus.

**NOTE:** To confirm that the file has been uploaded properly, you should see the uploaded file in the **Configure Greetings** screen.

6. Click **OK** in the **Configure Greetings** screen to save the settings.
7. To enable level 2 Auto Attendant, place a check mark in the **Enable level 2 Auto Attendant** check box.

**IMPORTANT!** When Level 2 Auto Attendant is enabled, the Level 1 Auto Attendant will only accept single digit selection (1-9, \*, and #). Dialing 3 or 4 digit extension numbers is only allowed in the Level 2 Auto Attendant.

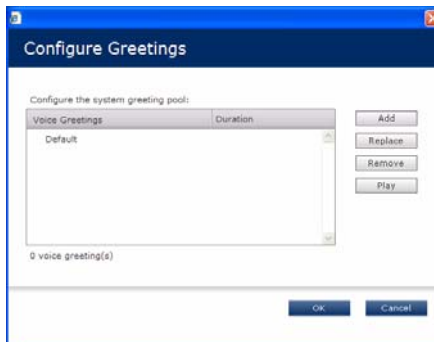
8. Click **Add** to Configure Level 2 Auto Attendant.  
The **Configure Level 2 Auto Attendant** screen displays.



The screenshot shows a dialog box titled "Configure Level 2 Auto Attendant". It contains the following fields and controls:

- "Specify a name:" followed by a text input field.
- "Digit received:" followed by a dropdown menu showing "1".
- "The call will be answered by:" followed by a dropdown menu showing "Level-2 Auto Attendant".
- "Configure Level 2 welcome greeting:" followed by a "None" button, a "Play" button, and a "Configure..." button.
- At the bottom right are "OK" and "Cancel" buttons.

9. Enter the Level 2 Auto Attendant details (name, digit received, call answered by).
10. Click **Configure**.  
The **Configure Greetings** screen displays.



The screenshot shows a dialog box titled "Configure Greetings". It contains the following elements:

- A section titled "Configure the system greeting pool:" containing a table with two columns: "Voice Greetings" and "Duration".
- The table has one row with "Default" in the "Voice Greetings" column.
- To the right of the table are four buttons: "Add", "Replace", "Remove", and "Play".
- Below the table, it says "0 voice greeting(s)".
- At the bottom right are "OK" and "Cancel" buttons.

11. To add a greeting, click **Add**.

The **Upload Sound File** screen displays.



**NOTE:** The sound file must be a .wav file format and cannot exceed 2MB in size.

12. Click **Browse** to locate the desired sound file.
13. Click **Upload** to upload the sound file to the Syspine A50 Plus.

**NOTE:** To confirm that the file has been uploaded properly, you should see the uploaded file in the **Configure Greetings** screen.

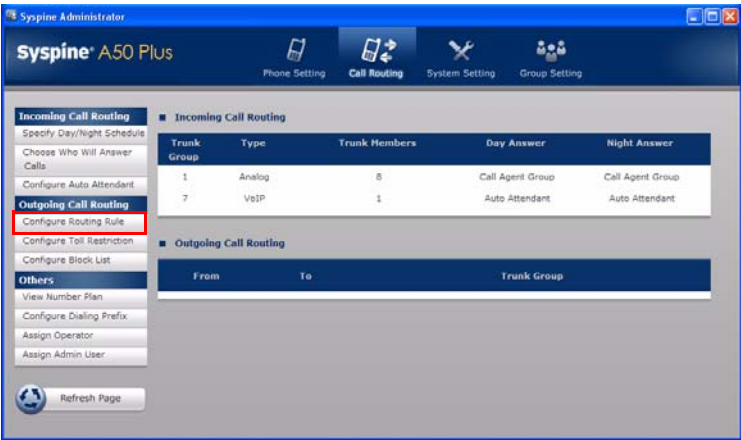
14. Click **OK** in the **Configure Greetings** screen to save the settings.
15. Click **OK** in the Configure Auto Attendant screen to save the settings.

5.3.2 Configuring Outgoing Call Routing

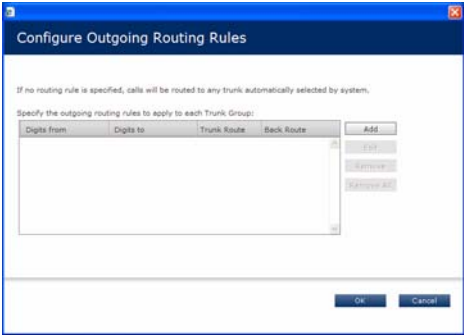
The Syspine A50 Plus provides several options for configuring an outgoing call routing plan for a new phone system. This function allows the system to route specific calls through different trunk groups. Routing rules can be set for dialing local, long distance, or mobile numbers to be connected using VoIP or analog service based on your settings.

5.3.2.1 CONFIGURING ROUTING RULE

- 1. Click **Configure Routing Rule** in the **Outgoing Call Routing** panel.



The **Configure Outgoing Call Routing** screen displays.



2. To create an outgoing call routing rule, click **Add**.  
The **Configure the routing rule** screen displays.

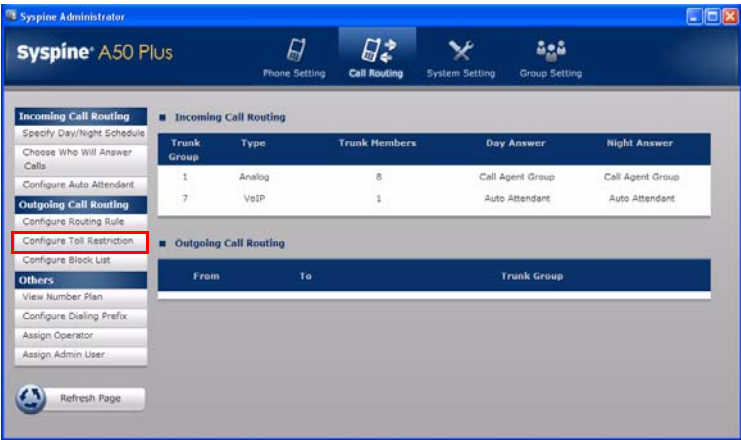
3. Configure the following routing rule settings:
  - **Leading digits from/to** - set the range of leading digits of the number dialed (ex. if the range is from 2-9, any number dialed beginning with a digit between 2-9 will route to the specific Trunk Group you set it to).
  - **Send the call through** - set the Trunk Group you want the call to route.
  - How many digits do you want to strip - designate the number of digits should be striped from the number.
  - **Add digits before the dialed number** - set any additional digits that need to be dialed prior to the number.
  - **Add digits after the dialed number** - set any additional digits that need to be dialed after the number.
  - **Enable second trunk group for backup** - set a backup trunk group if the primary trunk group is unavailable.

**NOTE:** To confirm that the routing rule has been created properly, you should see the details in the **Configure Outgoing Call Routing** screen.

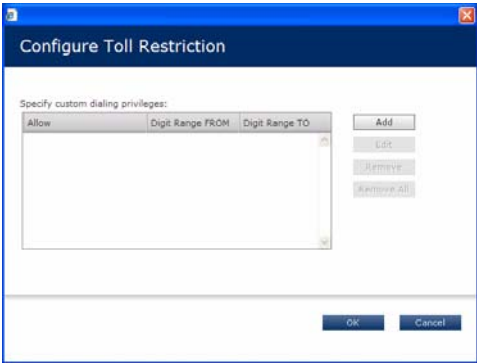
4. Once you have created the routing rule, click **OK** to exit the **Configure Outgoing Call Routing** screen.

5.3.2.2 CREATING TOLL RESTRICTIONS

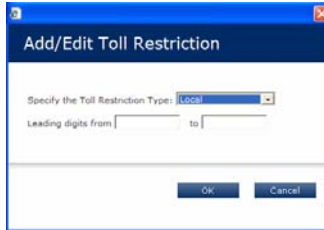
- 1. Click **Toll Restriction** in the **Outgoing Call Routing** panel.



The **Configure Toll Restriction** screen displays.



2. To create a Toll Restriction, click **Add**.  
The **Add/Edit Toll Restriction** screen displays.



3. Specify the Toll Restriction Type from the drop down list:
  - Auto Attendant
  - Operator
  - User Group
4. Enter in the extension range to be restricted.
5. Click **OK** to save the settings.

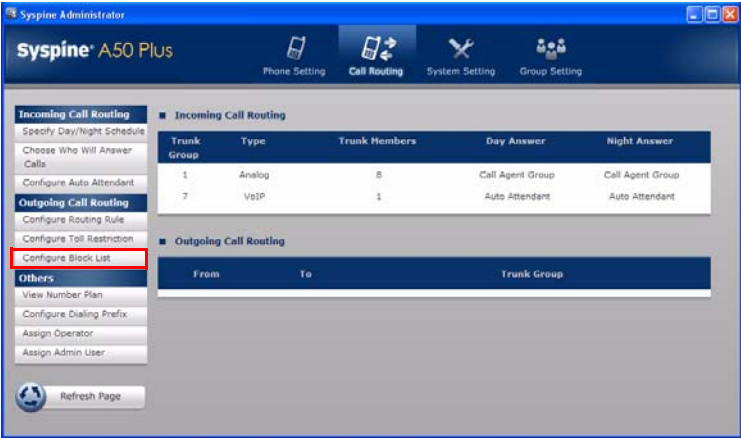
**NOTE:** To confirm that the toll restriction has been created properly, you should see the details in the Configure Toll Restriction screen.

6. Once you have created the toll restriction, click **OK** to exit the Configure Toll Restriction screen.



5.3.2.3 CONFIGURING BLOCK LIST

- 1. Click **Configure Block List** in the **Outgoing Call Routing** panel.



The **Configure Block List** screen displays.



2. To create a block list rule, click **Add**.  
The **Configure Block List** screen displays.



**IMPORTANT!** Outbound numbers dialed which correspond with any entry in the Block List will be treated as NOT PERMITTED, regardless of any other programmed custom dialing privileges or user unrestricted status.

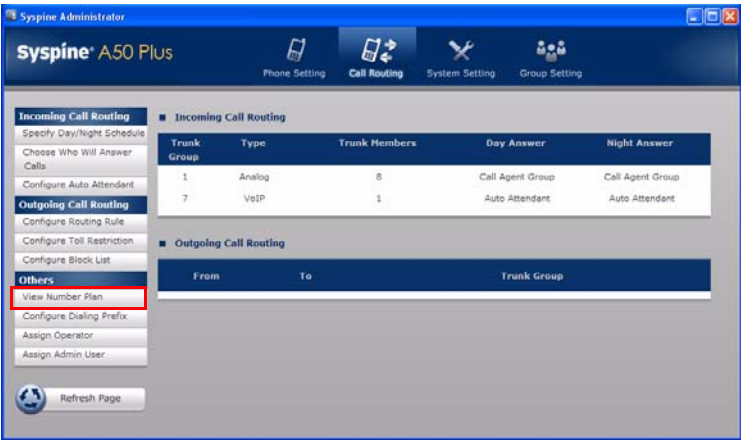
3. Select one of the following and enter the number to be blocked.
  - Block the following specified phone number.
  - Block the phone numbers mapped to the following leading digits.
4. Click **OK** to save the settings.

**NOTE:** To confirm that the block rule has been created properly, you should see the details in the Configure Block List screen.

5. Once you have created the block rule, click **OK** to exit the Configure Block List screen.

5.3.2.4 VIEW NUMBER PLAN

6. Click **View Number Plan** in the **Others** panel.



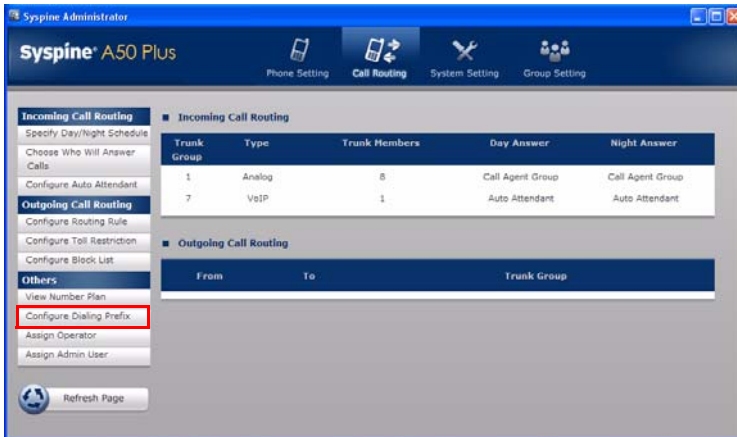
The **View Numbering Plan** screen displays.



Click **Close** once you are done viewing the number plan.

### 5.3.2.5 ***CONFIGURING DIALING PREFIX***

1. Click **Configure Dialing Prefix** in the **Others** panel.



The **Configure Dialing Prefix** screen displays.

The 'Configure Dialing Prefix' dialog box is shown. It contains a list of dialing prefix settings with input fields for each.

Specify the dialing prefix:
Operators: [0]
Trunk Access: [9]
Direct Voicemail: [*0]
Group Pickup: [*2]
Direct Pickup: [*3]
Call Park: [*4]
Group Page: [*5]
All Page: [*6]
Agent Login: [*8]
Agent Logout: [*9]

Buttons: OK, Cancel

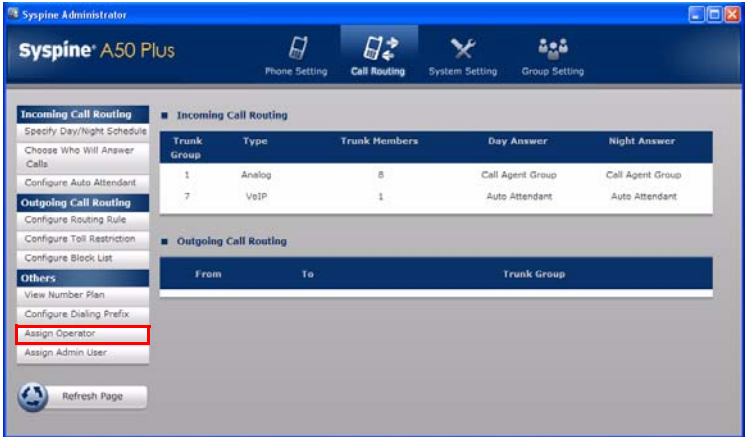
2. Enter in the dialing prefix number for the following actions:

- Operator
- Trunk Access

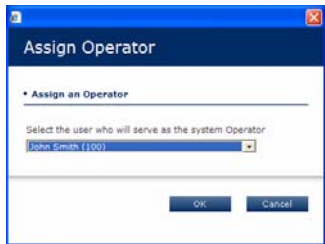
Click **OK** to save the settings.

**5.3.2.6     ASSIGNING THE OPERATOR**

1. Click **Assign Operator** in the **Others** panel.



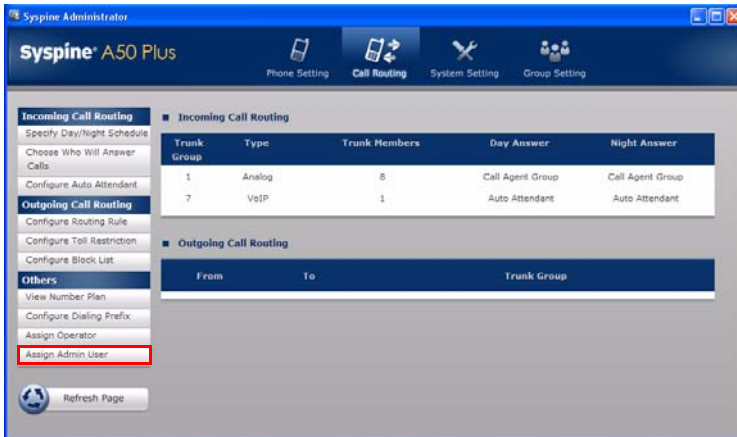
The **Assign Operator** screen displays.



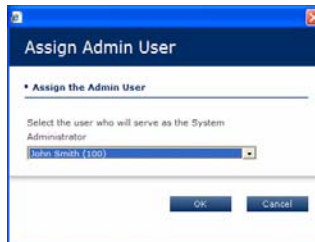
2. Select the user who will server as the Operator and click **OK**.

### 5.3.2.7 ASSIGNING THE ADMIN USER

1. Click **Assign Admin User** in the **Others** panel.



The **Assign Admin User** screen displays.

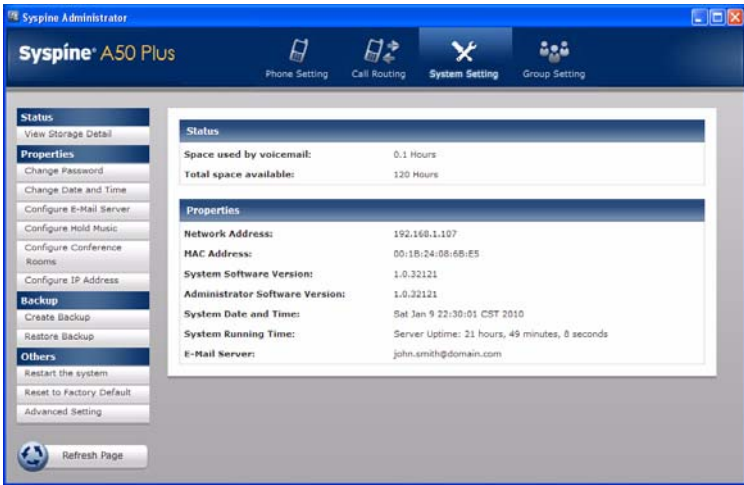


2. Select the user who will server as the Operator and click **OK**.

## 5.4 The System Setting Tab

The System Setting tab provides access to Status information, various tasks such as changing the system password, configuring the Email server, and backing up and restoring voicemail and configuration settings. There is also a brief summary panel showing remaining storage space, and Properties.

The summary screen is the default view in the System Setting tab and shows at a glance any system issues that need attention.

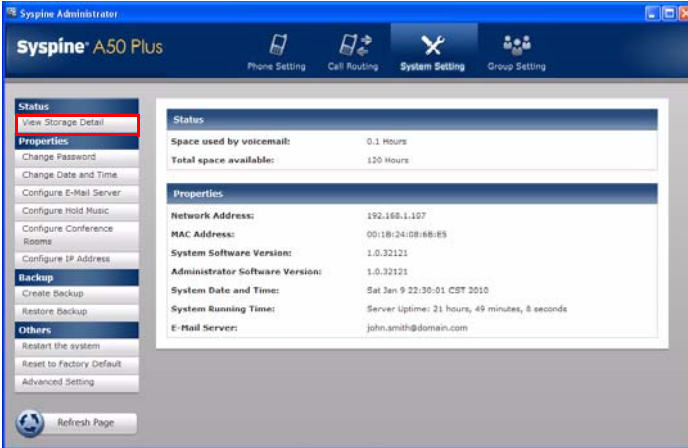


The summary screen is broken down into two areas.

No.	Item	Description
1.	Status	Displays voicemail storage space and total storage space.
2.	Properties	Displays general system information, such as IP and MAC address, Syspine A50 Plus software and hardware versions, System date and time, System running time, and Email server information.

## 5.4.1 Using the Status Menu

The Status menu in the task panel is used to review storage details.



### 5.4.1.1 VIEWING STORAGE DETAILS

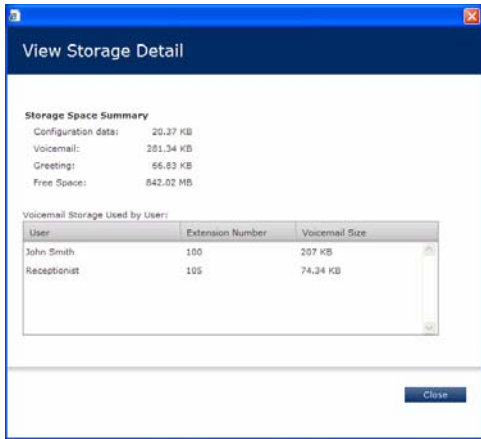
The Storage Detail screen shows a summary of total system storage space and a breakdown of system storage space by user.

1. To access the storage summary, click View Storage Detail in the Status panel.



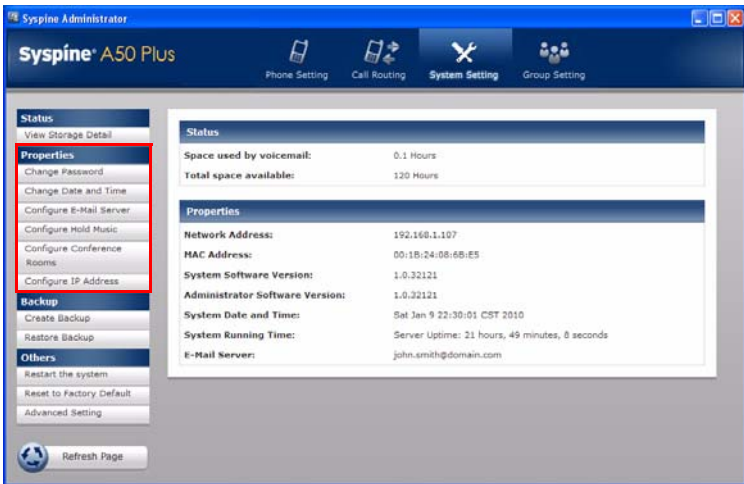


The **View Storage Detail** screen displays.



### 5.4.2 Using the Properties Menu

The Properties menu in the task panel is used to change the system password, date and time, configure Email server settings, configure hold music, configure conference rooms, and to configure IP address.



### 5.4.2.1 CHANGING THE SYSPINE A50 PLUS PASSWORD

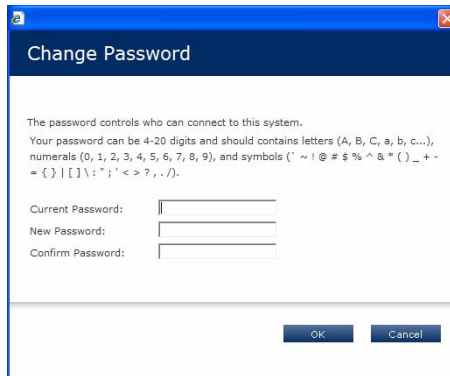
After logging in and setting up phones and users, it is recommended that the Syspine A50 Plus password is changed.

**NOTE:** The default password for the Syspine A50 Plus is **syspine**.

To change the Syspine A50 Plus password, perform the following steps:

1. Once you have logged in to the Syspine A50 Plus, on the **System Setting** tab, click **Change Password** in the **Properties** panel.

The **Change Password** screen displays.



2. Enter the current password (**syspine**), a new password, and confirm the new password.
3. Click **OK**.

The following message is displayed when the password is changed successfully.



**NOTE:** If an error message is displayed, follow the on-screen prompts to correct the problem and try again.

### 5.4.2.2 ***STRONG PASSWORD TIPS***

Your password can be 4-20 digits and should contain letters (A, B, C, a, b, c...), numerals (0, 1, 2, 3, 4, 5, 6, 7, 8, 9), and symbols (' ~ ! @ # \$ % ^ & \* ( ) \_ + - = { } | [ \ : " ; < > ? , . /). Due to the way passwords are encrypted, the most secure passwords are 7 or 14 characters long.

For a password to be strong, it should:

- Be significantly different from prior passwords.
- Not contain a name or user name.
- Not be a common word or name.

### 5.4.2.3 ***CHANGING SYSPINE A50 PLUS DATE AND TIME***

To set the Syspine A50 Plus date and time values, perform the following steps:

1. On the **System Setting** tab, click **Change Date/Time** in the **Properties** panel.

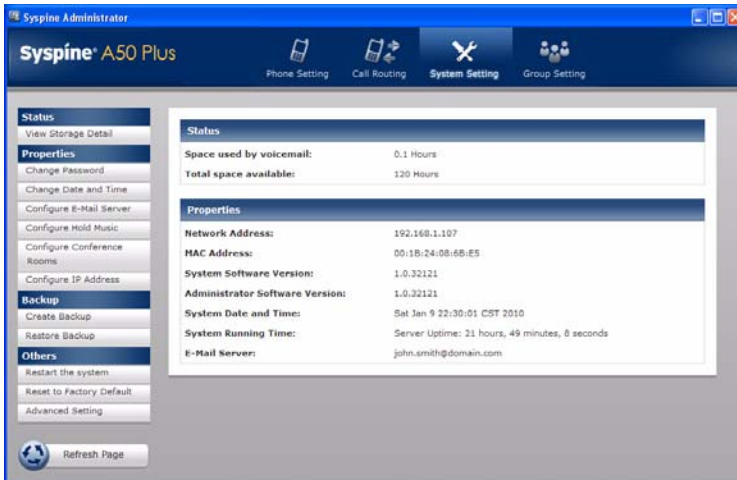
The **Change Date and Time** screen displays.

2. Select the appropriate time zone from the drop down list.

3. You have the option to automatically synchronize the date and time with an internet time server by entering the web address or IP address into the server field and clicking Update Now or manually setting the date and time information from the drop-down menus. Click **OK** to save the changes.

**NOTE:** The Syspine A50 Plus only reboots if the time zone is changed. All other changes are updated immediately.

4. Verify the new date and time in the **Properties** table under the **System Setting** tab.



**NOTE:** You may need to refresh the page in order to view your changes.

#### **5.4.2.4 USING THE VOICEMAIL TO EMAIL SERVICE**

The Syspine Administrator has a voicemail to Email option that, when enabled, sends voicemail as an Email including the actual message as a WAV extension file. See *Voicemail to E-mail Forwarding* on page 63 for more details.

#### 5.4.2.5 **CONFIGURING HOLD MUSIC**

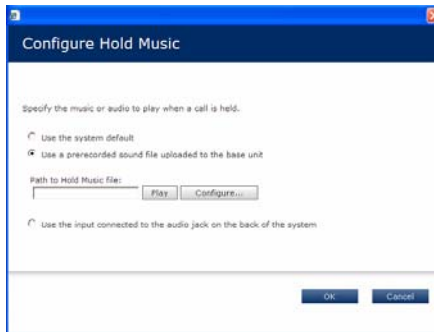
Syspine A50 Plus supports playback of custom music during calls on hold through the audio jack on the rear of the system.

**NOTE:** If no custom music is supplied, the system plays the default music during calls on hold.

To set the hold music using **system default** music, perform the following steps:

1. In **System Setting**→**Properties**, click **Configure Hold Music**.

The **Configure Hold Music** screen displays.

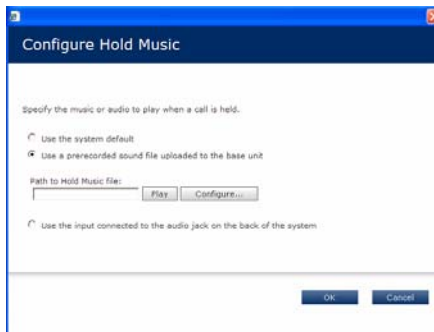


2. Click **Use the system default**, and then click **OK**.

To customize the hold music using a **prerecorded sound file**, perform the following steps:

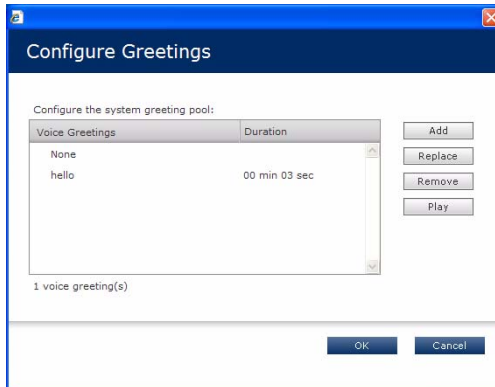
3. In **System Setting**→ **Properties**, click **Configure Hold Music**.

The **Configure Hold Music** screen displays.



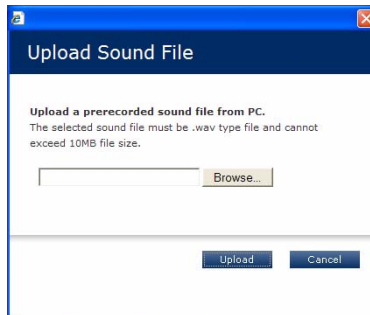
4. Click **Use a prerecorded sound file uploaded to the system**, and then click **OK**.

The **Configure Greetings** screen displays.



5. Click **Add** to add a prerecorded sound file.

The **Upload Sound File** screen displays.

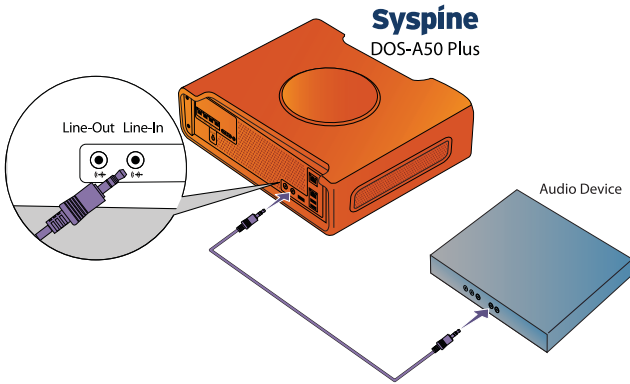


**NOTE:** The selected sound file must be **.wav** type file and cannot exceed 2MB in file size.

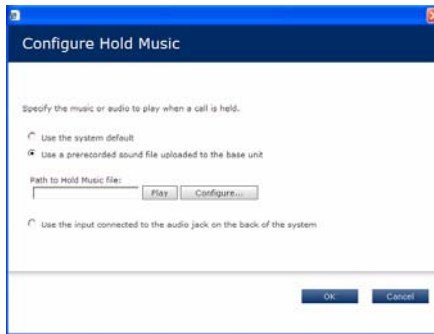
To customize the hold music using an **external audio source**, perform the following steps:

1. Prepare the desired music on an audio device with analog output.

2. Connect the device to the audio in jack on the rear of Syspine A50 Plus as shown.



1. In **System Setting** → **Properties**, click **Configure Hold Music**. The **Configure Hold Music** screen displays.



2. Click **Use the input connected to the audio jack on the back of the system**, and then click **OK**.  
All calls on hold hear the selected audio in place of the default Syspine A50 Plus music.

#### 5.4.2.6 **CONFIGURING CONFERENCE ROOMS**

Syspine A50 Plus provides two Conference Rooms which allows users to call an extension and enter a PIN number to connect to a conference call.

1. In **System Setting**→ **Properties**, click **Configure Conference Rooms**.

The **Configure Conference Rooms** screen displays.

The system provide 2 conference rooms to be used.

☒ Enable Conference Room 1 (501)  
 Access PIN number for participants: 2234  
 Access PIN number for host user: 1232

☒ Enable Conference Room 2 (502)  
 Access PIN number for participants: 124412  
 Access PIN number for host user: 124421

\* Conference Room Options

☒ Play alerting tone when any participant enter/leave the conference room  
☒ The conference participants can not hear each other until host user entered

OK Cancel

2. Check the box beside Conference Room 1 to enable the conference room.
3. Enter in a 4-digit PIN number for participants to dial in to gain access to the conference room.
4. Enter in a 4-digit PIN number for the host user to dial in to gain access the conference room.
5. Repeat steps 2-4 in the Conference Room 2 fields if you would like to enable the conference room.
6. Set the **Conference Room Options**. Enter a check mark into the options you want enabled.
  - Play alerting tone when any participant enter/leave the conference room
  - The conference room participants can not hear each other until host user entered.
7. Click **OK** to save the settings.



### **5.4.2.7    CONFIGURING IP ADDRESS**

Syspine A50 Plus allows the administrator to assign the IP address automatically if the network supports this capability or they can assign a static IP address to the system.

1. In **System Setting** → **Properties**, click **Configure IP Address**.

The **Configure IP Address** screen displays.

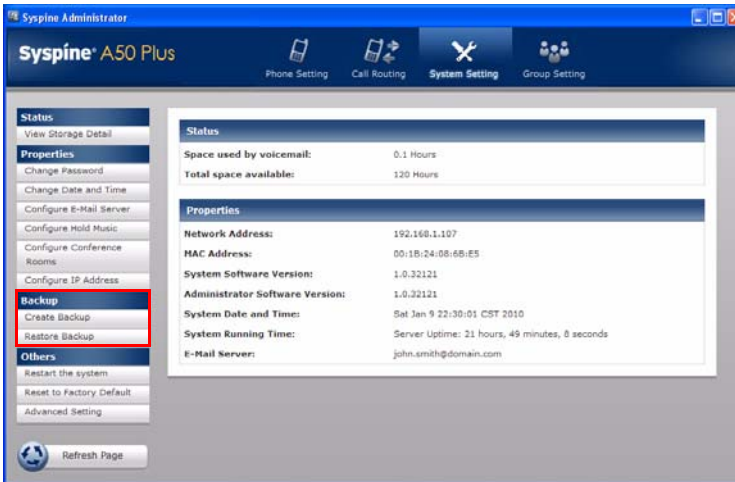
2. In the **IP Address** section, select one of the following options:
  - Obtain an IP address automatically  
Use the following IP address: (set the following fields)
    - IP address
    - Subnet mask
    - Default gateway
3. In the **DNS Server Address** section, select one of the options:
  - Obtain DNS server address automatically
  - Use the following DNS server addresses: (set the following fields)
    - Preferred DNS server
    - Alternate DNS server
4. In the **External Access** section, set the following field:
  - Public IP Address
5. Click **OK** to save the settings.

**NOTE:** The Syspine A50 Plus will automatically reboot if IP address settings are modified.

### 5.4.3 Using the Backup Menu

The Backup menu in the task panel enables the backup and retrieval of configuration and voicemail files for disaster recovery or security purposes.

**IMPORTANT!** Configuration and voicemail files may contain the names of users, personal phone calls, or other confidential information and therefore it is important to store backups in a secure location on the LAN or on removable media.

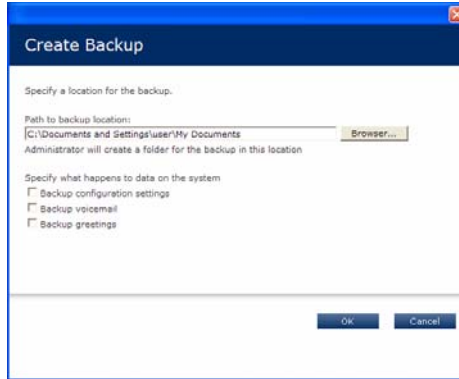


#### **5.4.3.1    BACKING UP VOICEMAIL, GREETINGS, AND SETTINGS**

To create a backup, perform the following steps:

1. Click **Create Backup** in the **Backup** panel.

The **Create Backup** screen displays.



2. Enter the file path to the secure area of the network or removable media or browse to the desired location.
3. Enter a meaningful backup name or use the default name.
4. Select the backup options:
  - Backup configuration settings
  - Backup voicemail
  - Backup greetings
5. Enter a description of the backup.
6. Click **OK**.

The backup is complete when **### Completed** displays at the bottom of the window.

**NOTE:** Completion times vary according to the amount of data on the system.

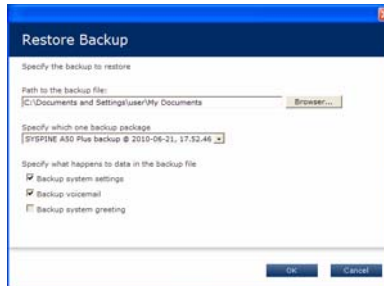
7. Click **Close** to complete the backup process.

### 5.4.3.2 ***RESTORING VOICEMAIL, GREETINGS, AND SETTINGS***

To restore data from a previously saved file, perform the following steps:

1. Click **Restore Backup** in the **Backup** panel.

The **Restore Backup** screen displays.



2. The **Path to the backup location** field is completed automatically with the file path to the most recent backup. If the required backup is located elsewhere, click **Browse** to navigate to the file.
3. Select the required backup from the **Specify which one backup package** drop down list.
4. In the **Specify what happens to data in the backup file** panel select from:
  - Backup system settings
  - Backup voicemail
  - Backup system greeting.
5. Click **OK**.

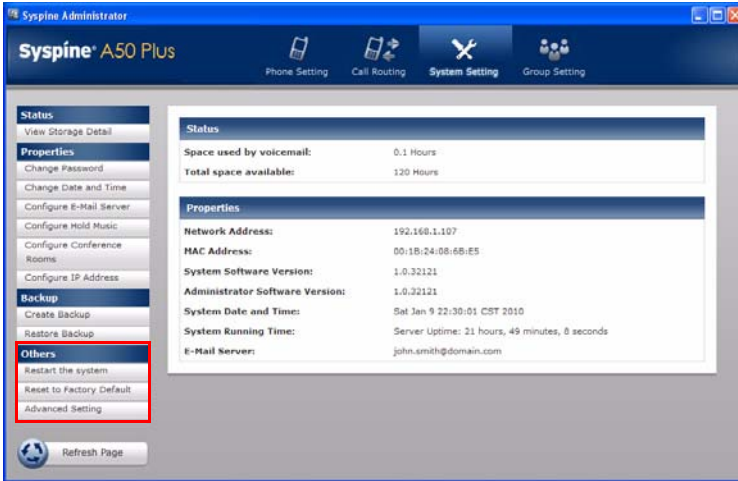
**NOTE:** The configuration files are restored when the you see **## Completed**.  
**The server will reboot** at the bottom of the window.

6. Click **Close**.

**NOTE:** The Syspine A50 Plus will automatically reboot after the system restore.

### 5.4.4 Using the Others Menu

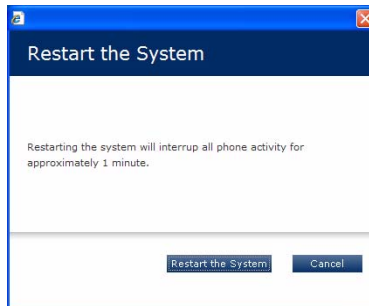
The Others menu in the task panel allows the administrator to restart the system, reset to factory default, and activate group settings.



#### 5.4.4.1 RESTARTING THE SYSTEM

To restart the system:

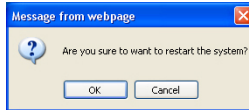
1. Click **Restart the system** in the **Others** panel.  
The **Restart the system** screen displays.



**IMPORTANT!** Restarting the system will interrupt phone activity for approximately 1 minute.

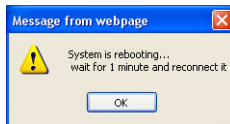
2. Click **Restart the system**.

The **Restart** confirmation screen displays.



3. Click **Yes**.

The **Reboot** warning screen displays.



**IMPORTANT!** Ensure that there is no phone activity on the system otherwise it will be interrupted.

4. Click **OK**.

**NOTE:** The Syspine A50 Plus will automatically reboot.

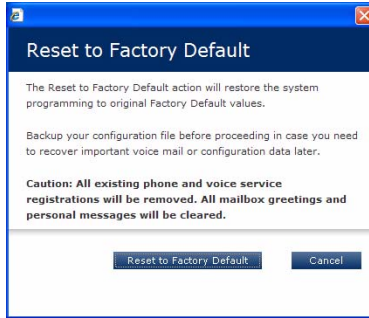
#### **5.4.4.2     RESETTING TO FACTORY DEFAULTS**

To reset the Syspine A50 Plus to its factory default settings, perform the following steps:

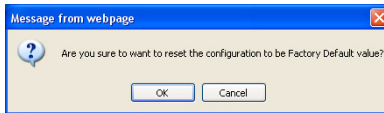
**IMPORTANT!** Before resetting the Syspine A50 Plus to its factory settings, it is recommended to create a backup (see *Backing Up Voicemail, Greetings, And Settings* on page 129).

**CAUTION:** ALL EXISTING PHONE AND VOICE SERVICE REGISTRATIONS WILL BE REMOVED. ALL MAILBOX GREETINGS AND PERSONAL MESSAGES WILL BE CLEARED.

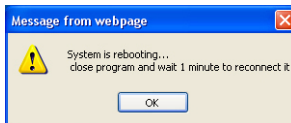
1. Click **Reset to Factory Default** in the **Others** panel.  
The **Reset to Factory Default** screen displays.



2. Click the **Reset to Factory Default** button.  
The following warning screen displays.



3. Click **OK** to continue.  
The **Reboot warning** screen displays.



**IMPORTANT!** Ensure that there is no phone activity on the system otherwise it will be interrupted.

4. Click **OK**.

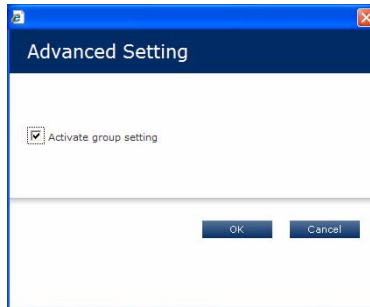
**NOTE:** The Syspine A50 Plus will automatically reboot.

#### **5.4.4.3    *ADVANCED SETTINGS***

To activate group settings, perform the following steps:

1. Click **Advanced Setting** in the **Others** panel.

The **Advanced Setting** screen displays.



2. Put a check mark in the **Activate group setting** check box.
3. Click **OK** to save the setting.



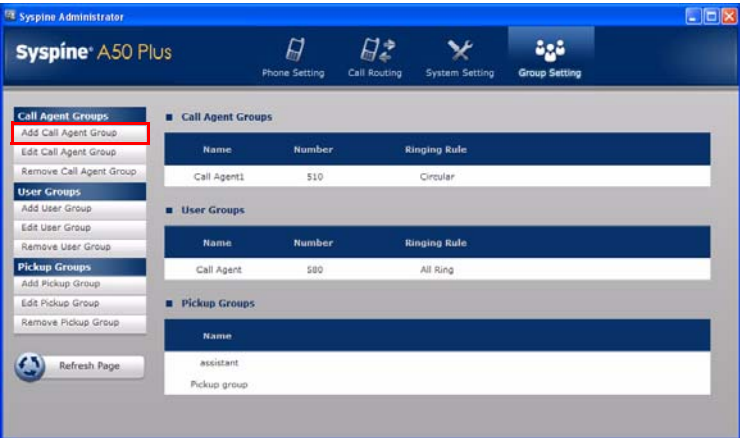
## 5.5 The Group Setting Tab

The Group Setting tab is used to configure call agent groups, user groups, and pickup groups. In this section the administrator can assign users into groups and determine how the calls are handled for each group.

### 5.5.1 Configuring Call Agent Groups

#### 5.5.1.1 ADDING A CALL AGENT GROUP

1. Click **Add Call Agent Group** in the **Call Agent Group** panel.



The **Configure Call Agent Group** screen displays.



The 'Configure Call Agent Group' dialog box contains the following fields and controls:

- Specify a name for this agent group:** A text input field.
- Specify a number for this agent group:** A dropdown menu with '511' selected.
- Specify the members for this agent group:**
  - A list box titled 'Call Agent Members'.
  - Buttons: 'Add', 'Remove', 'Remove All', 'Up', and 'Down'.
- Ring each agent in:** A dropdown menu with 'All Ring' selected.
- How long to ring the next agent:** A dropdown menu with '20 seconds' selected.
- How long to play the announcement:** A dropdown menu with '30 seconds' selected.
- Play this Overflow Announcement each time:** A dropdown menu with 'None' selected.
- Buttons: 'Play' and 'Configure...'.
- Buttons: 'OK' and 'Cancel'.

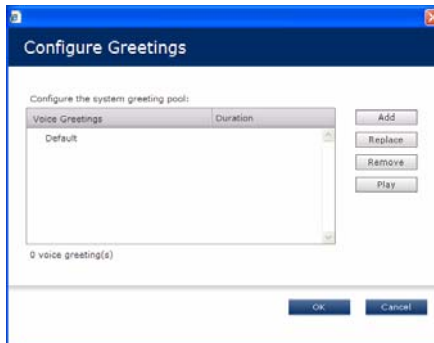
2. Specify a name for this agent group.
3. Specify a number for this agent group.
4. To add members to this agent group, click **Add**.  
The **Configure Members** screen displays.



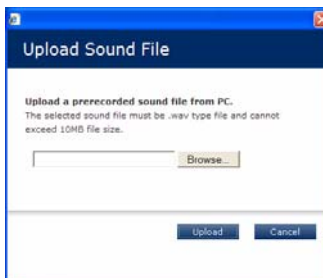
The 'Configure Members' dialog box contains the following fields and controls:

- Specify the users who join this group:**
  - A list box with a checked item 'All Members' and three unchecked items: 'John Smith (100)', 'Jane Smith (101)', and 'Receptionist (105)'.
- Buttons: 'OK' and 'Cancel'.

5. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.
6. Select how the system should ring the members in the group from the following drop down list:
  - Simultaneous
  - Circular
  - Round Robin
7. Select the ring time (3-30 seconds).
8. To choose a greeting if no one is able to answer the call, click **Configure**. The **Configure Greetings** screen displays.



9. To add a greeting, click **Add**. The **Upload Sound File** screen displays.



**NOTE:** The sound file must be a .wav file format and cannot exceed 2MB in size.

10. Click **Browse** to locate the desired sound file.

11. Click **Upload** to upload the sound file to the Syspine A50 Plus.

**NOTE:** To confirm that the file has been uploaded properly, you should see the uploaded file in the **Configure Greetings** screen.

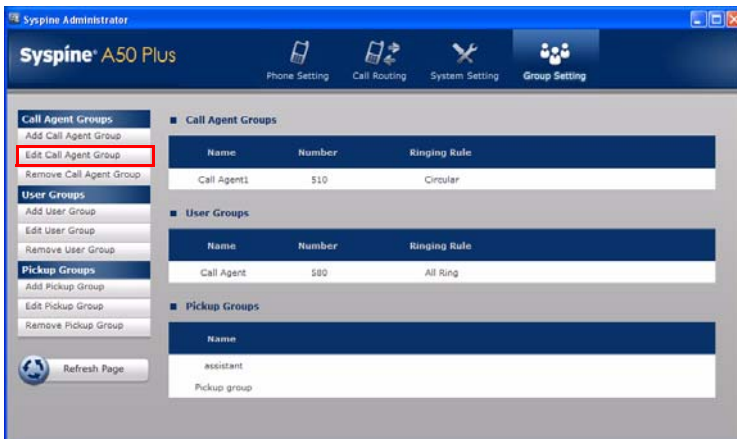
12. Click **OK** in the **Configure Greetings** screen to save the settings.

13. Click **OK** in the **Configure Call Agent Group** screen to save the settings.

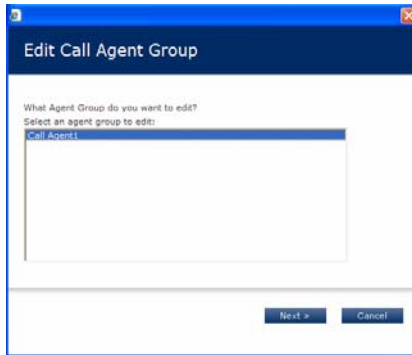
**NOTE:** To confirm that the call agent group has been saved, it should be on the **Call Agent Groups** list in the **Group Settings** tab.

### 5.5.1.2 EDITING A CALL AGENT GROUP

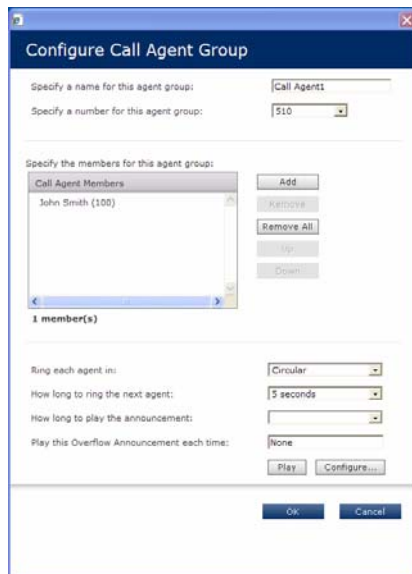
1. Click **Edit Call Agent Group** in the **Call Agent Group** panel.



The **Edit Call Agent Group** screen displays.

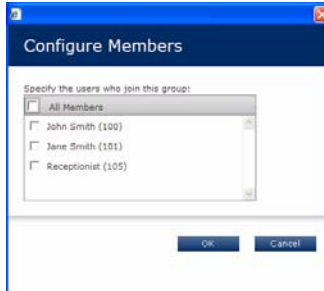


2. Select the agent group from the list shown and click **Next**.  
The **Configure Call Agent Group** screen displays.

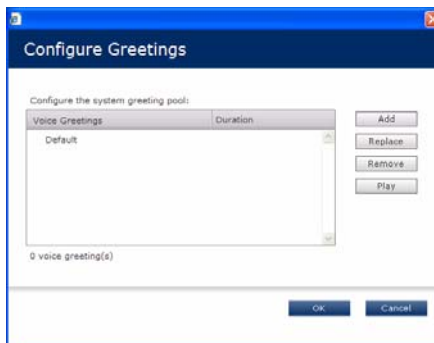


3. Edit the name for this agent group.
4. Edit the number for this agent group.

5. To add members to this agent group, click **Add**.  
The **Configure Members** screen displays.



6. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.
7. Select how the system should ring the members in the group from the following drop down list:
- Simultaneous
  - Circular
  - Round Robin
8. Select the ring time (3-30 seconds).
9. To choose a greeting if no one is able to answer the call, click **Configure**.  
The **Configure Greetings** screen displays.



10. To add a greeting, click **Add**.

The **Upload Sound File** screen displays.



**NOTE:** The sound file must be a .wav file format and cannot exceed 2MB in size.

11. Click **Browse** to locate the desired sound file.

12. Click **Upload** to upload the sound file to the Syspine A50 Plus.

**NOTE:** To confirm that the file has been uploaded properly, you should see the uploaded file in the **Configure Greetings** screen.

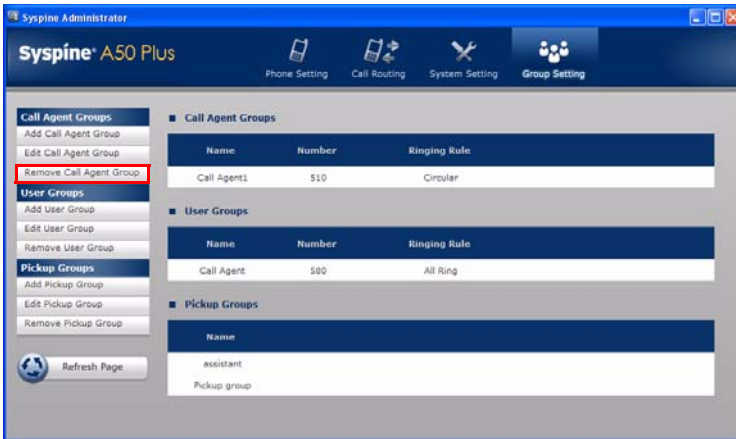
13. Click **OK** in the **Configure Greetings** screen to save the settings.

14. Click **OK** in the **Configure Call Agent Group** screen to save the settings.

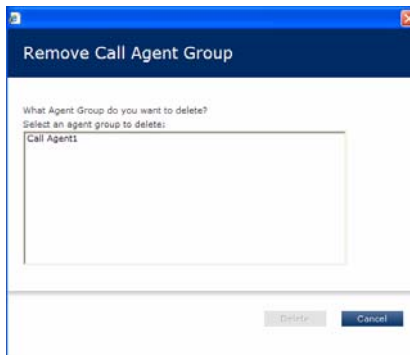
**NOTE:** To confirm that the call agent group has been saved, it should be on the Call Agent Groups list in the Group Settings tab.

### 5.5.1.3 REMOVE A CALL AGENT GROUP

1. Click **Remove Call Agent Group** in the **Call Agent Group** panel.



The **Remove Call Agent Group** screen displays.



2. Select the agent group from the list shown and click **Delete**.

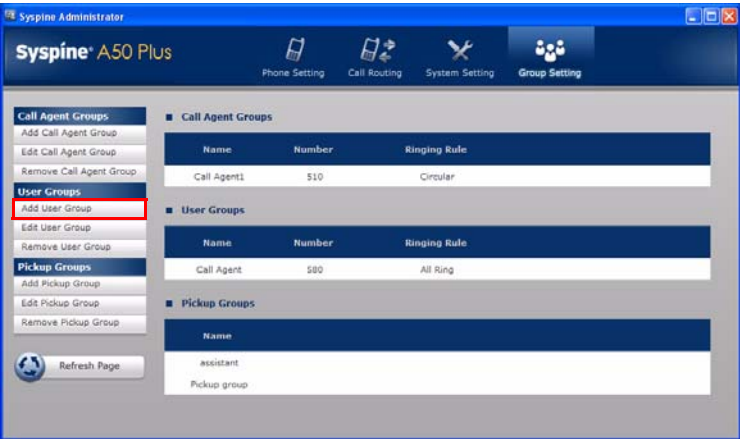
**NOTE:** The system will not allow you to delete a group if it is part of a routing rule. Remove any rule associated with the group before you delete the group.



## 5.5.2 Configuring User Groups

### 5.5.2.1 ADDING A USER GROUP

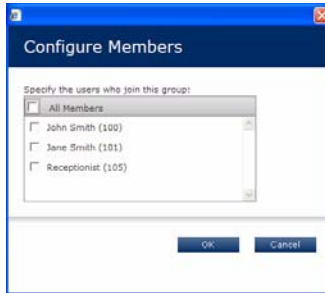
1. Click **Add User Group** in the **User Groups** panel.



The **Configure User Group** screen displays.



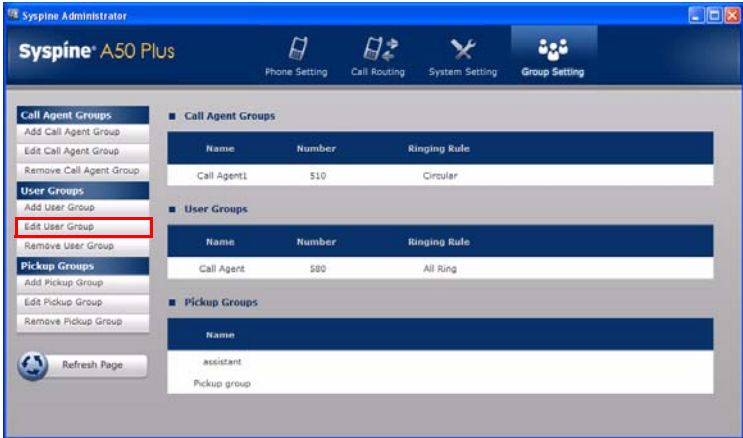
2. Specify a name for this user group.
3. Specify a number for this user group.
4. To add members to this user group, click **Add**.  
The **Configure Members** screen displays.



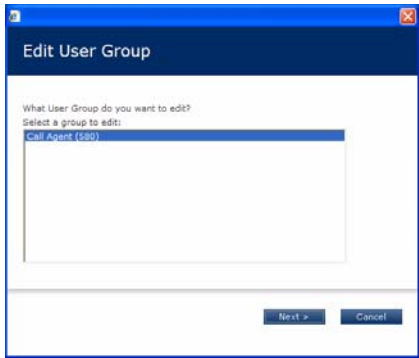
5. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.
6. Select how the system should ring the members in the group from the following drop down list:
  - Simultaneous
  - Circular
  - Round Robin
7. Select the ring time (3-30 seconds).
8. Select the user who the call should be forwarded to from the drop down list.
9. Click **OK** to save the settings.

**5.5.2.2    EDITING A USER GROUP**

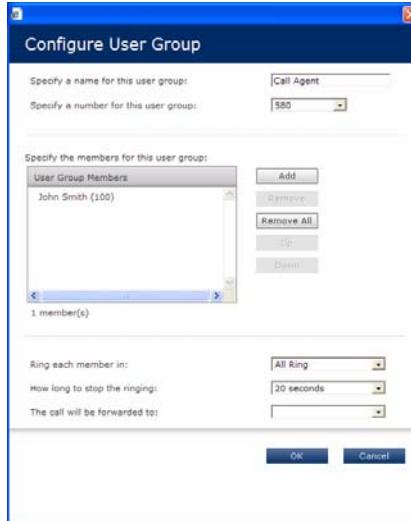
1. Click **Edit User Group** in the **User Groups** panel.



The **Edit User Group** screen displays.



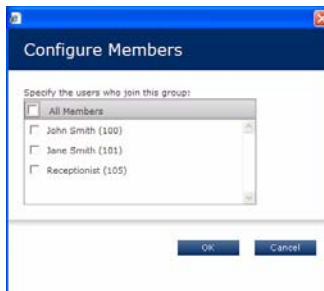
2. Select the user group from the list shown and click **Next**.  
The **Configure User Group** screen displays.



The 'Configure User Group' dialog box has a blue title bar and a white body. It contains the following fields and controls:

- 'Specify a name for this user group:' with a text box containing 'Call Agent'.
- 'Specify a number for this user group:' with a dropdown menu showing '580'.
- 'Specify the members for this user group:' section:
  - A list box titled 'User Group Members' containing 'John Smith (100)'.
  - Buttons: 'Add', 'Remove', 'Remove All', 'Up', and 'Down'.
  - A status line below the list box indicating '1 member(s)'.
- 'Ring each member in:' with a dropdown menu showing 'All Ring'.
- 'How long to stop the ringing:' with a dropdown menu showing '30 seconds'.
- 'The call will be forwarded to:' with an empty text box.
- 'OK' and 'Cancel' buttons at the bottom right.

3. Edit the name for this user group.
4. Edit the number for this user group.
5. To add members to this user group, click **Add**.  
The **Configure Members** screen displays.



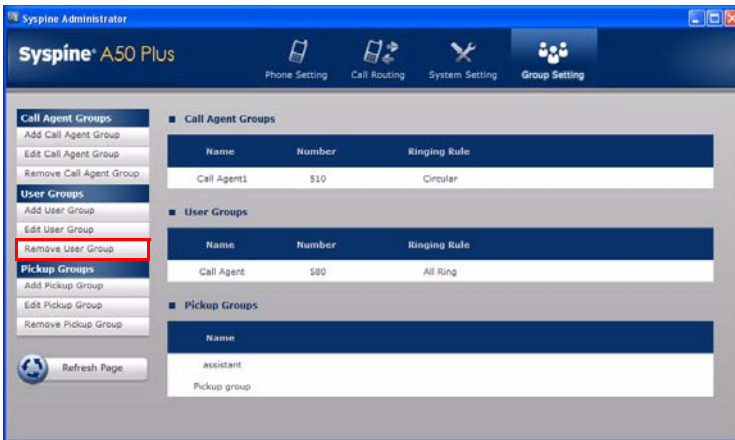
The 'Configure Members' dialog box has a blue title bar and a white body. It contains the following fields and controls:

- 'Specify the users who join this group:' section:
  - A list box containing four items, each with a checkbox:
    - ☒ All Members
    - ☐ John Smith (100)
    - ☐ Jane Smith (101)
    - ☐ Receptionist (105)
- 'OK' and 'Cancel' buttons at the bottom right.

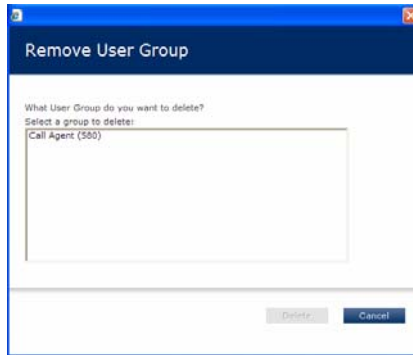
6. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.
7. Select how the system should ring the members in the group from the following drop down list:
  - Simultaneous
  - Circular
  - Round Robin
8. Select the ring time (3-30 seconds).
9. Select the user who the call should be forwarded to from the drop down list.
10. Click **OK** to save the settings.

### 5.5.2.3 REMOVE A USER GROUP

1. Click **Remove User Group** in the **User Groups** panel



The **Remove User Group** screen displays.



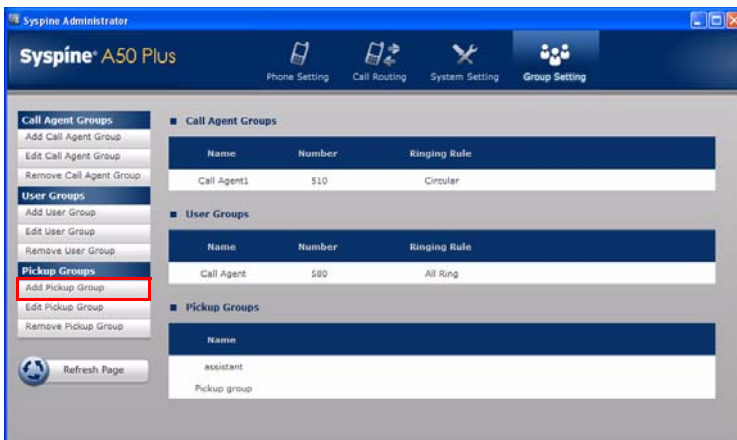
2. Select the user group from the list shown and click **Delete**.

**NOTE:** The system will not allow you to delete a group if it is part of a routing rule. Remove any rule associated with the group before you delete the group.

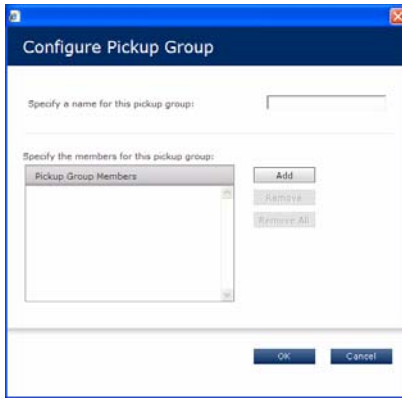
### 5.5.3 Configuring Pickup Groups

#### 5.5.3.1 ADDING A PICKUP GROUP

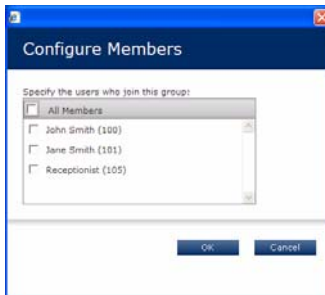
1. Click **Add Pickup Group** in the **Pickup Groups** panel.



The **Configure Pickup Group** screen displays.



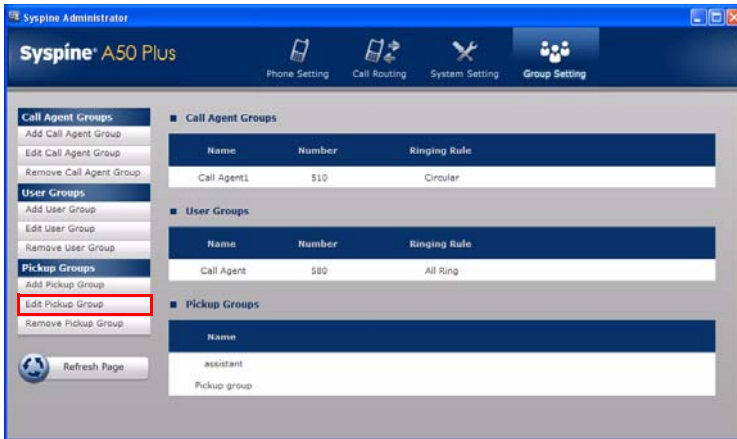
2. Specify a name for this pickup group.
3. To add members to this pickup group, click **Add**.  
The **Configure Members** screen displays.



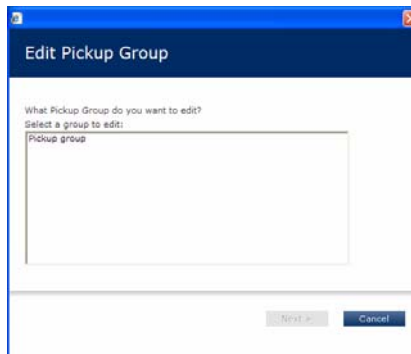
4. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.
5. Click **OK** to save the settings.

### 5.5.3.2 EDITING A PICKUP GROUP

1. Click **Edit Pickup Group** in the **Pickup Groups** panel.

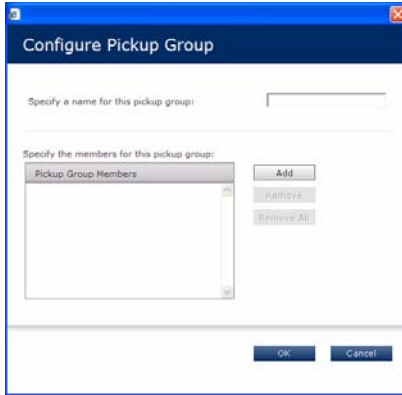


The **Edit Pickup Group** screen displays.

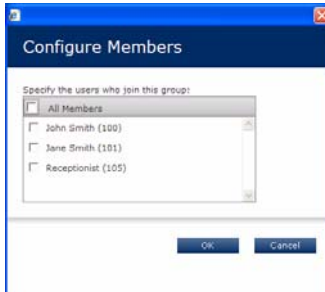




2. Select the pickup group from the list shown and click **Next**.  
The **Configure Pickup Group** screen displays.



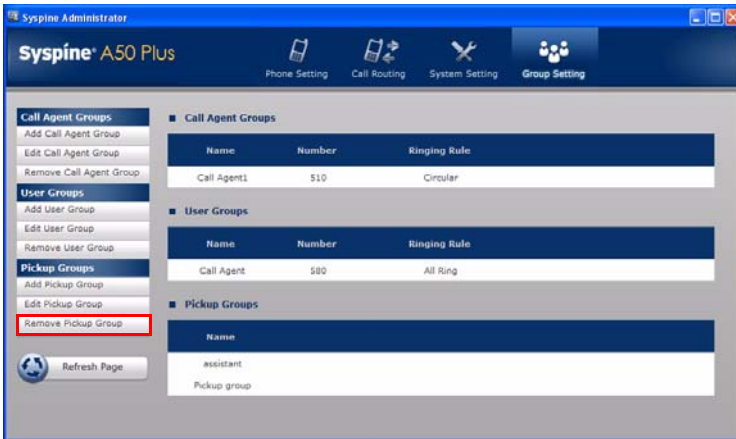
3. Edit the name for this pickup group.
4. To add members to this pickup group, click **Add**.  
The **Configure Members** screen displays.



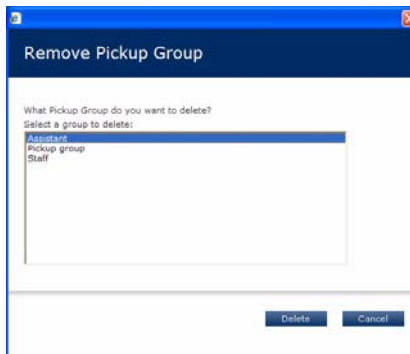
5. Select the members that you want to assign to the selected group and click **OK**. To add all members to the selected group, put a check beside **All Members**.
6. Click **OK** to save the settings.

### 5.5.3.3 REMOVE A PICKUP GROUP

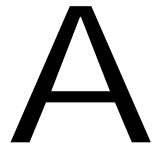
1. Click **Remove Pickup Group** in the **Pickup Groups** panel.



The **Remove Pickup Group** screen displays.



2. Select the pickup group from the list shown and click **Delete**.
  - The system will not allow you to delete a group if it is part of a routing rule. Remove any rule associated with the group before you delete the group.



# Troubleshooting

This appendix contains guidelines for troubleshooting general installation and connection errors as well as procedures to reset the Syspine A50 Plus factory default settings and Syspine A50 Plus administrator password.

## 6.1 Common Issues

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### **How can I setup all phones without a PC using the Syspine A50 Plus?**

1. On the LCD panel of Syspine A50 Plus, press and hold the Enter button until it shows Auto Install. Release the Enter button and press the Enter button twice to confirm and accept the auto installation command.
2. After 10 seconds, all phones should be setup with Syspine A50 Plus automatically.

### **What should I do if I lost my password?**

1. On the LCD panel of Syspine A50 Plus, press and hold the Enter button until it shows Auto Install. Release the Enter button and press the Down button twice to switch the option to Reset Password.
2. Press the Enter button twice to confirm and accept the command to reset the password. The password should reset to the default value - 'syspine' (case-sensitive).

### **What should I do if the LCD panel of Syspine A50 Plus is blank?**

1. Remove the LCD panel by pressing the button to the left of the LCD panel. Then, re-insert it by pressing the panel inward until an audible click is heard. Apply steady pressure until a second click is heard.
2. Reboot the Syspine A50 Plus. The LCD panel should display something if it is functioning properly.

**I am having problems connecting to another extension, what should I do?**

1. Please confirm that both IP phones are registered with Syspine A50 Plus.
2. Reboot both IP phones to renew IP address and re-register both phones with the Syspine A50 Plus.

**I cannot receive the incoming calls or make outgoing calls, what should I do?**

1. Please confirm that your phone is registered with the Syspine A50 Plus.
2. If your phone service provider is PSTN (phone cables), you should add an ATA module (FXO) into Syspine A50 Plus to enable a voice trunk.
3. If your phone service provider is VoIP service provider, you should add a SIP account into Syspine A50 Plus to enable a voice trunk.

**I can receive incoming calls, but cannot make outgoing calls, what should I do?**

1. Please confirm that you have set up an outgoing call rule in both the user account and call routing settings.
2. If your voice trunk is based on ATA service, please check the call control to make sure is "2 ways".

**I created one VoIP account for the additional voice trunk, but I cannot dial out through that VoIP voice service. Why?**

1. You should create an outgoing call rule for both original and additional voice trunks.

**Some outbound calls can dial out, but some outbound calls cannot. Why?**

1. Please check the outgoing call rule.
2. Please check the toll restriction in both user account and call routing settings.
3. Please check the block list in the outgoing call routing settings.

**The blue light on my phone is always flashing, what's going on?**

1. There could be a problem with the network.
2. The phone cannot find the Syspine A50 Plus.
3. Replace the network cable and reboot the IP phone.

**All incoming calls cannot hear the auto-attendant, what should I do?**

1. Please confirm the incoming call routing.
2. Please check that the day/night welcome greeting is in the proper .wav format.

**How do I pickup an incoming call for another extension?**

1. Create a pickup group, and then add you and the other extension to that group.
2. When someone gets an incoming call, dial [\*2] to answer the incoming call from your phone.

**The system doesn't accept my music file. Why?**

1. The music or voice file should be formatted as a .mp3 or .wav.

**The Administrator program cannot run in my PC. Why?**

1. Install the program on a different PC to confirm that the program works.
2. Remove the program and re-install it on your PC.

**The Administrator program cannot log into the Syspine A50 Plus. Why?**

1. Make sure the firewall on the PC has the program enabled.
2. Make sure the PC is in the same network environment as the Syspine A50 Plus.

**I have a problem that has not been resolved in this troubleshooting section, where can I get help?**

1. If your problem cannot be resolved in this chapter, please contact our support center.
2. Please contact the support center at:
  - Phone: 800-713-3386 (10am-6pm EST, Monday-Friday)
  - Email: [support@syspine.com](mailto:support@syspine.com)
  - Web Site: [www.syspine.com](http://www.syspine.com)



## Quick Reference Guides

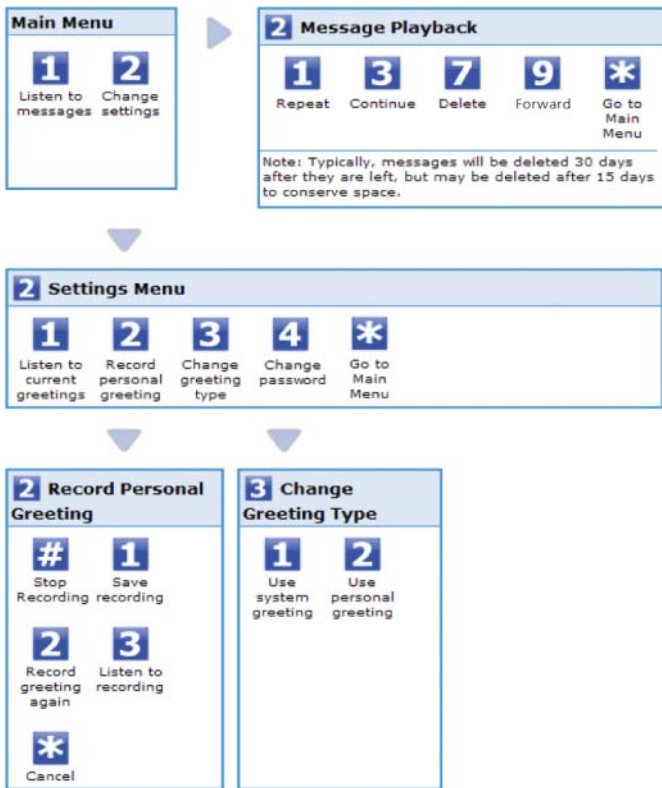
This appendix contains quick reference guides to making phone calls and using voicemail. The information supplied here is also available in the Syspine A50 Plus Help menu.

## 7.1 Voicemail Quick Guide

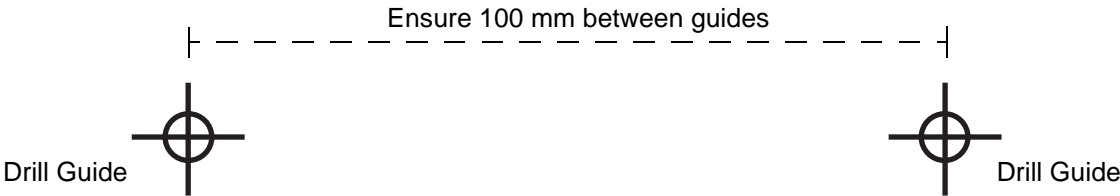
Review voice messages whether in or out of the office using Syspine A50 Plus. The password used to access voicemail and the Assistant program are the same. The default password is 9999.

To access voicemail in the office, dial 500.

To access voicemail out of the office, dial the office phone number. If the Auto Attendant answers, dial 500. If the operator answers, ask to be transferred to voicemail.







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